



COPADO

#1 Native DevOps for Salesforce

COPADO SUCCESS PLANS

Our mission is to make release days obsolete. And to achieve this, we believe customer success must come first. With success plans designed for companies across the DevOps maturity spectrum, we strive to help our customers find success in:

- Driving the adoption of Copado
- Managing critical and complex releases at scale
- Increasing your productivity
- Ensuring business continuity and minimized risk

	Success	Success+	Signature Success
Cost	15% of the net license cost	25% of the net license cost	50% of the net license cost
Support Coverage	24/7	24/7	24/7
Copado Academy	✓	✓	✓
Community Access	✓	✓	✓
DevOps Exchange	✓	✓	✓
Success Center	✓	✓	✓
Technical Support	✓	✓	✓
Proactive Insights	✓	✓	✓
Success Manager Resource	Pooled	Named	Named
Success Engineer Resource	Digital	Pooled	Pooled
Strategic Success Meetings	—	✓	✓
Personalized Success Paths	—	✓	✓

Release Support	—	✓	✓
Upgrade Support	—	—	✓
Process Review	—	Remote	On-Site
Technical Account Manager	—	—	✓
Academy Vouchers	Up to \$2,500	Up to \$6,250	Unlimited
Expert Led Training	10% Discount	25% Discount	Complementary Annual Course

Here's what you get:

Copado Academy Modules:

Access to the Community's learning modules and paths designed for Admins, Developers, and Business Users.

Community Access:

Ability to connect with other Copado users via the Community Discussion Groups, Mentorship, and networking.

Proactive Monitoring:

Copado infrastructure monitoring which proactively identifies and resolves any issues along with active communication from our team to yours.

Strategic Success Meetings:

Each session is tailored to your unique business and is meant to drive success using Copado. Sessions will cover progress against personalized success plans, adoption, case trends, key product updates, and news from Copado.

Personalized Success Paths:

Recommendations and resources tailored to the customer's goals, delivered in a variety of ways such as email journeys, engagements, and more.

Annual Adoption Assessment:

A comprehensive annual review of your account, technical health, and overall needs. Through this process, you will get a roadmap on how to drive your success better using Copado, including different coordinated recommendations and actions from the Copado team.

Upgrade Support:

Staying up-to-date with Copado's newest features can be exciting and challenging. When upgrading requires alignment between multiple users, teams, or organizations, our Customers leverage Copado's support team for assistance. Copado Success+ and Signature Customers get prioritized access to these resources when it comes time to upgrade.

Release Support:

Dedicated advisors provide assistance and guidance during planned release days and can be available outside of business hours to provide insight and address issues as they arise.

Release Support Services include the following for deployments to UAT/Pre-Prod and Production environments:

- Support during test/validation deployments
- Troubleshooting deployment errors
- Assistance with merge conflict resolution

The following items are not included with release support:

- Validation of the release plan
- Writing or analyzing code
- Creating custom profiles, permission sets, or making other metadata changes

Support cases not directly related to a planned release will be managed through the standard support process and not escalated to release support.

Releases should be communicated two weeks in advance to allow the ability to have proper coverage.

Technical Account Manager:

A designated expert who will work closely with your organization, serving as your trusted advisor and advocate, helping your business achieve its goals efficiently and effectively.

SUPPORT RESPONSE PLANS

	Level 1	Level 2	Level 3	Level 4
	Critical	Urgent	High	Medium
	Production issue affecting all users, including system availability with no workaround available	Persistent issue of major functionality affecting many users and causing significant performance degradation; no reasonable workaround is available	System performance issue or bug affecting some but not all users; a short-term workaround is available but not scalable	Inquiry regarding a routine technical issue with a reasonable workaround available.
	Initial Response Time	Initial Response Time	Initial Response Time	Initial Response Time
Success	1 hour	2 hours	4 hours	8 hours
Success+	<1 hour	1 hour	2 hours	4 hours
Signature	<1 hour	1 hour	2 hours	4 hours

24/7 Severity 1 and 2 coverage includes weekends and holidays

Severity 3 and 4 target response times include local business hours only and exclude weekends and holidays

Actual resolution time will depend on the nature of the case and the resolution. A resolution may consist of a fix, workaround or other solution in Copado's reasonable determination.

Please note that support is only provided in English.

Copado Supported Releases and Upgrades

Copado strives to support you on your journey toward DevOps nirvana. We routinely provide you with new features and updates to our platforms to prove the latest methods to get there. As such, we recommend you review for upgrades often and take advantage of these enhancements. Copado only supports our platforms' latest two major versions and encourages you to connect with Support or your Customer Success Manager to discuss your options. Failure to maintain your instance of Copado within the last two major versions could result in no support or limited ability to utilize your Success Plan.

Changes to Copado Success Plans

Copado may modify the Copado Success Plans from time to time, provided the level of service under the plan will not materially decrease during the subscription term.