

Priority Support at a Glance

Priority Support provides a **higher level support experience**, helps our customers achieve the highest levels of continuity and performance from their Snowflake implementation, and allows customers to focus on getting the maximum benefits from Snowflake.

Key Benefits

- ✓ Faster resolution of more critical issues
- ✓ Assigned Support Account Managers and Designated Support Engineers
- ✓ Higher levels of insight of a customer's needs, platform usage, performance requirements, related business operations
- ✓ Higher levels of attention and focus on Cases, Enhancements, Defects, Incidents, RCAs, Releases, monitoring and management
- ✓ Enhanced reporting and analysis of performance indicators



Support Focused



Platform & Performance Aware



Business & Operations Insight

What's Included?



Faster Response times on cases: 15 minute initial response time for Sev 1 Cases, matching industry leading standards.



Support Account Managers: The SAM is the customer's and Account team's single point of contact for all things support.



Priority Support Engineers: A global team of Support Engineers designated for Priority customers.



Structured Deliverables: Helps keep Customers and Account Teams up to date on all things Support related. Reporting, QBR updates and consolidated support information.



Platform Alerting: A specific set of alerts are enabled on a Customer's Snowflake platform for better awareness and trending.



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How Much Does it Cost?

Pricing Examples

ACV	Total Support Cost	% of ACV Contract
\$700K - \$1M	\$90K - \$120K	Varies
\$1M - \$1.99M	\$90K - \$180K	9%
\$3M - \$3.99M	\$246K - \$328K	8.2%
\$5M - \$5.99M	\$382K - \$459K	7.64%
\$7M - \$7.99M	\$482K - \$552K	6.89%
\$9M - \$9.99M	\$582K - \$647K	6.47%
\$11M - \$11.99M	\$682K - \$744K	6.2%

Pricing based on fixed % of product ACV (\$700K minimum)

Volume discounts - lower % of ACV as total spend increases

Available with Enterprise Edition and above (Standard Edition limited to \$250k)

Discounts are built in based on pricing and capacity discounts