Proactive and Predictive Support for Every Stage of Your Journey

Cloudera Government Support offers three levels of support dedicated to your success as you build and expand your enterprise data cloud platform. We work with you through every phase of your journey to Cloudera Data Platform (CDP)—from initial design through deployment and ongoing maintenance and optimization. With Cloudera Government Support, featuring the industry's only proactive and predictive support capabilities, you'll experience more uptime, faster issue resolution and delivery of all the features you care about, as well as better performance for your mission-critical applications.

Cloudera Government Support Levels

Features	USCUSS	Premier	Premier Plus
Customer Advocate	✔		
Cloudera Cleared Support		✔ Up to 25 onsite visits/year	✔ Up to 50 onsite visits/year
Cloudera Designated Support Engineer (DSE)		✔ 25% dedicated; 4:1 customer ratio; up to 10 onsite visits/year	✔ 50% dedicated; 2:1 customer ratio; up to 20 onsite visits/year
Cloudera Premier Support Engineer (PSE)		✔	✔
Premier Center of Excellence (CenEx)		✔	✔
VIP Live Education Sessions		✔	✔
24x7 Hours of Operation (Severity Level 1)	✔	✔	✔
8x5 Hours of Operation (Severity Level 2-4)	✔	✔	✔

Best-in-Class Support from the Leader in Enterprise Data Platforms

End-to-End Coverage

Flexible Support

- 24x7 (Monday-Sunday) Severity 1 Cleared Support

- 8x5 (Monday-Friday) Severity 2-4 Cleared Support

Support for Workflows & Escalation Process

Ongoing Account Health Checks

Air Gap Tooling for Sensitive Data

Proactive Support Throughout Lifecycle

Scheduled Cloudera Enterprise & Manager Releases

Thorough Documentation

Rich Knowledge Base on Core Technical Topics

Solution Guides & Production Summaries

Community Advocacy

Cloudera Government Support provides cleared US Citizens on US soil experts for every Cloudera offering—from the edge to AI—including all legacy Cloudera and Hortonworks components.