Handsontable

Maintenance and Support Plans

Leading data grid for web applications

handsontable.com

Choose Your Maintenance and Support plan

> The next bit I always come back to is the support and the forums and getting answers quickly. That was key for us. Whenever we had a question, we always got an answer. It was brilliant.
>
> Dave Stewart at Asterisk Networks

World-class support

24x7 support
for critical impact issues

Understanding your business

Expert guidance
on unlocking the full potential
of Handsontable

Training services

Ensure your success
with the help
of our product experts

Scope of plans

	Standard	Priority	Enterprise
Support and customer care			
Limit of support requests per month	2	5	Unlimited
Service level: Severity A			☑
Service level: Severity B		☑	☑
Service level: Severity C	☑	☑	☑
Dedicated account manager			☑
Dedicated technical consultant			Available for an additional fee
Communication channels	Email	Email, Zoom, Google Meet	Email, Zoom, Phone, Google Meet, dedicated Slack channel, and customer's own channels

	Standard	Priority	Enterprise
Support for Handsontable versions older than 12 months			☑ But not older than 24 months
Guidance for effective implementation	☑	☑	☑
Creating API-based code snippets	☑	☑	☑
Review of the source code integrating Handsontable with your application		☑ Up to 2 hours per year	☑ Up to 5 hours per year
Screen-sharing sessions for real-time collaboration		☑	☑
Performance review to make suggestions for improvement			☑
30-minute kickoff call			☑
30-minute new release webinar on demand			☑
Security and monitoring			
Critical security patches for Handsontable and its dependencies	☑	☑	☑
Pre-release access to security patches			☑
Access to 3rd party security reports			☑
Source code escrow			Available for an additional fee
Contractual relationship			
Extended assistance with providing regulatory information regarding security, vendor risk, and compliance			☑
Customized contract terms			Available for an additional fee

Service levels

This table below is reference to the support levels you can expect according to the ticket priority, and support plan you are on. You can classify your support requests on a scale ranging from the most severe (A) to the least severe (C).

Severity level	Customer's situation	Guaranteed initial response time[1]
A[2]	The issue has a critical impact on your business, with severe degradation of performance or functionality in a production environment.	8 hours (24 hours a day, 365 days a year)
B	The issue has a moderate impact on your business in a production environment. Critical functionality can be continued with a temporary workaround.	12 hours (within business hours)
C	The issue is a question, or a request for advice, and has minimum or no impact on your business in the development, testing, or production environment.	36 hours (within business hours)

[1]Guaranteed initial response time is the period from when you submit your support request to when one of our employees contacts you.

[2]The Handsontable team can downgrade a support request's severity level from A to B or C, if a) the support request doesn't require immediate attention, or b) you provide incomplete or inadequate information about the incident, making it impossible for us to solve the problem.

Business hours

Support plan	Business hours
Standard	7:30 a.m. to 5:00 p.m. CET Monday-Friday (excluding public holidays in Poland)
Priority	7:30 a.m. to 5:00 p.m. CET Monday-Friday (excluding public holidays in Poland)
Enterprise	For Severity A: 24 hours a day, 365 days a year For Severity B-C: 7:30 a.m. to 5:00 p.m. CET Monday-Friday (excluding public holidays in Poland)

Trusted by developers from Fortune 500 companies

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Rakuten Mobile
pwc
E.Leclerc
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LATAM
ClickUp
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freshworks
Walmart
WARNER BROS.
KPMG

How can we help?

Contact us

sales@handsontable.com
or
handsontable.com/contact

Creating high-quality, secure, and user-friendly front-end components is truly a challenge. That is why we support teams on every stage of software development, from planning to deployment and maintenance.

If you need more than what is included in our support plans, we can customize our offer to make sure that all of your requirements are addressed.