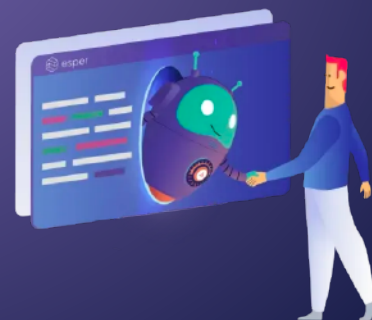# Esper Support & Services

When it comes to creating exceptional device experiences, nobody knows more than Esper. That's because devices are in our DNA.

Guidance and expertise to meet your unique needs

At Esper, we love a device challenge. Whether you're launching a new product or migrating an existing fleet, our services and support help accelerate your time to value.

When your devices are mission critical, they need to just work. **We help make that a reality.**

Esper services and support helps you:
- Get your product to market faster
- Make smarter decisions in the hardware journey
- Look around corners and navigate obstacles
- Increase operational efficiency
- Resolve issues faster

	Standard	Plus	Ultimate
Technical Support	9x5	24x7	24x7
Response SLAs	Standard	Standard	Enhanced
Fast Start Onboarding	✓	✓	✓
Best Practices Guidance	✓	✓	✓
1:Many Training Sessions	✓	✓	✓
Assigned Technical Implementation Manager		During onboarding	✓
Custom web application support (build and maintenance)		✓	✓
Ongoing design and fleet scaling consultation (including but not limited to training, migration, configuration, and architecture design)		✓	✓
Esper Lab Device Validation			✓
Integration of Custom Test Cases into Release Process			✓
Quarterly Business Reviews			✓
Bi-Directional Change Management			✓
New Hardware Selection & Validation Consulting			✓
Dedicated Slack Channel			✓

"The customer support is outstanding. I've never seen so much willingness to help someone succeed with what they are doing."

– Customer Review on G2

	Standard SLA	Enhanced SLA
Sev 1	2 hour response time	30 min response time. Updates every 2 hours until resolved. Around the clock work until resolved.
Sev 2	12 hour response time	1 hr response time. Daily updates until resolved. Continuous work during daylight hours.
Sev 3	24 hour response time	4 hour response time
Sev 4	48 hour response	24 hour response time