Appian

Premier Plus Support

DESIGNED FOR LARGE-SCALE APPIAN DEPLOYMENTS WITH ADVANCED SECURITY COMPLIANCE AND AUDIT REQUIREMENTS

Appian's Premier Plus Support delivers unique services and infrastructure for customers with large scale Appian deployments, globally distributed teams, and advanced security compliance and audit requirements.

PREMIER PLUS SUPPORT HIGHLIGHTS

Enhanced Support Services

A Lead Appian Engineer is assigned to manage your support experience and ensure your success. Your Lead Engineer assists in the following ways:

- Understands your teams, your applications, your objectives and your key milestones

- Monitors the progress and resolution of your support cases

- Acts as your escalation point of contact for any critical or time-sensitive issues

- Conducts regular project and case status reviews with your team

- Provides Monthly Health Check Analysis

Expanded Support Coverage

Premier Plus Support is designed to address the needs of your mission critical applications and globally distributed Appian teams.

- 24 support contacts

- Weekday follow-the-sun coverage for all case priorities

- 24x7x365 support for critical issues

Appian Cloud Capabilities

Premier Plus customers receive these valuable Appian Cloud enterprise capabilities:

- Applications hosted in a dedicated Virtual Private Cloud (VPC)

- High Availability for Appian Cloud with RPO (1 min) & RTO (15 min) guarantees

- Exclusive cloud capabilities including Enhanced Data Pipeline, Log Streaming and Bring Your Own Key

- Increased instance size for non-production environments and 500 GB of additional storage

- Monthly data snapshot and data refresh services

Compliance & Audit

A white-glove experience to ensure that your enhanced security compliance and audit needs are fully met.

- Appian Trust Reports

- Annual Customer Audit

- Site Data Audit Requests

- Annual Customer Security Questionnaire

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SUPPORT OFFERINGS COMPARISON

	Standard	Premier	Premier Plus
TECHNICAL SUPPORT SERVICES			
Technical Support Availability	Local Business Hours	Local Business Hours 24x7x365 for Priority 1 & 2	Follow-The-Sun 24x7x365 for Priority 1 & 2
Designated Support Contacts	4	12	24
Onboarding Session	✓	✓	✓
Online Case Management	✓	✓	✓
Appian Community	✓	✓	✓
Lead Engineer Assigned		✓	✓
Monthly Health Check Reviews		✓	✓
Annual Corporate Visit			✓
COMPLIANCE & AUDITX			
Standardized Information Gathering (SIG)	✓	✓	✓
SOC 2 Report	✓	✓	✓
Annual Customer Audit			✓
Site Data Audit Requests			✓
Annual Security Questionnaire			✓
APPIAN CLOUD CAPABILITIES			
Pre-Release Testing Program	✓	✓	✓
Appian Cloud Insights	✓	✓	✓
Default Instance Size (Non-Prod)	Large	Large	xLarge
High Availability for Production		✓	✓
Enhanced Data Pipeline		✓	✓
Log Streaming		✓	✓
Bring Your Own Key		✓	✓
Dedicated Virtual Private Cloud (VPC)			✓
Additional Storage			500 GB
Monthly Data Snapshot			✓
Monthly Data Refresh			✓

"We are a cloud customer and their technical support organization is very good.
Their timeliness in addressing issues and questions and technical knowledge is excellent!"

SENIOR LEAD ANALYST AT CENTURYLINK
SOURCE: TRUSTRADIUS

Appian

Appian provides a low-code development platform that accelerates the creation of high-impact business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com