

Azul Production Support Offerings

Azul Platform Prime and Azul Platform Core Java Products

Azul offers world-class support services for Azul Platform Prime and Azul Platform Core. Our highly trained customer support engineers have extensive experience and deep knowledge of the JVM, memory management, Java performance issues and usage of production application management and monitoring tools.

Our team is distinguished by its expertise, responsiveness and attention to detail. We pride ourselves on providing clear, thorough explanations of sometimes complex issues in a way that is understandable and actionable for customers. Long-term high satisfaction and renewal rates demonstrate our commitment to customer success.

Why Azul Support?

Azul do more than just provide basic support. We help customers understand Java application performance issues, allocate memory correctly using Azul products and investigate potential bugs. We provide data to Azul Engineering as needed and return a patch to the customer when released.

Deep Knowledge and Experience. Each of our support engineers has significant industry experience. From your first contact with support, you're working with a knowledgeable person who can help resolve your problem quickly. And, our case ownership process is completely transparent so you don't have to restate the problem at any time.

Committed to Your Success. Our support staff are excellent troubleshooters, but also advisers and solution experts. They can guide you through the best deployment options for your Azul products and work with you throughout the process to ensure success.

Access to Innovation. The support subscription gives you immediate access to the latest enhancements from our R&D team dedicated to improving JVM performance.

Ongoing Improvements. Azul support provides direct access to bug fixes, patches and the latest product documentation.

Powerful Production Tools. Azul Platform Prime and Azul Platform Core ships with powerful tools that provide zero-overhead production visibility into running applications. Our support team can help you get the most out of this information to diagnose issues and improve application performance and reliability.

Benefits

- **Get maximum value from your investment in Azul.**
- **Improve application performance and consistency,** eliminate out-of-memory errors and garbage collection pauses, and protect your investment over the long term.
- **Experienced team dedicated to your success.**
- **Rapid issue resolution.** Through a highly instrumented JVM, monitoring and analysis tools and expert support.
- **Web-based support.** The Azul Support Site provides fast access to product documentation, the latest FAQs, troubleshooting information and software downloads.
- **Online support case management.** Create tickets and check status anytime.

Summary

Azul support helps you get the most out of your investment in Azul products. Unlike other companies' support offerings, your issue is assigned to a highly experienced person from the beginning. The Azul team will assist you in resolving your issue quickly and professionally, using a transparent process so you never need to feel out of the loop.

Support Service Highlights

High Customer Satisfaction

- Over 97% renewal rate
- Over 99% support satisfaction rate

Support Expertise

- Java application performance
- JVM internals
- Memory management
- Operating system
- Network

Features

- 24 x 7 x 365 Azul Support Site
- Option for self-service
- Troubleshooting help
- Online FAQs
- Case management
- Bug fixes and product enhancements
- Secure customer-specific download site

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Pricing

Please contact your Azul Sales Manager or Azul authorized reseller for pricing information.

Standard Support

- Regular quarterly releases
- Phone, email and web access
- Access Azul Support during Standard Business Hours
- Next Business Day SLA
- 6 Tickets per year
- Max 15 days for delivery of Quarterly CPU

Premium and Platinum Support

- Regular quarterly releases plus Hot Fixes and Early Access to upcoming product releases
- 24x7x365 access to Support Team
- 1 hour SLA via phone, email or web
- Unlimited tickets
- Max 7 Days (Premium) or 48 hours (Platinum) of Quarterly CPU: Azul targets same day delivery as Oracle.

More Information

<https://azul.com/products/pricing/>

"We've successfully migrated from Oracle HotSpot to Azul Platform Core and have been very pleased with the results. We've received timely security updates, and the open source nature of Azul Platform Core has enabled us to reduce our ongoing JDK/JVM support costs. Azul also fixed a long-standing JVM bug that had been dogging our operations team for years, demonstrating Azul's expertise in triaging and fixing problems and the quality of their support and engineering teams."

-Attila Bukta, Director of OMS Service Reliability Engineering, Workday, Inc.

"We love working with Azul, it's a good vibe and a true partnership. Our success is important to the Azul team. We never feel like we're pushed into a corner. When we have questions, we get answers. And when we need help, we get exceptional support."

-Ariel Pizetsky, VP of IT, Taboola

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