

# Google Cloud Platform Support

Helping you navigate the complexity of today's cloud environment to get the most out of your investment

Google Cloud Platform (GCP) Support is here to help you architect for the inevitable, as well as resolve any issues that keep you up at night about your cloud investments.



## GCP Support Options to Help You Thrive

GCP offers two support options to address your needs in the cloud. Role-Based Support provides customizable roles and predictable pricing, while Enterprise Support offers fast incident response with personalized service.

### Role-Based Support

This is designed to address the support needs for the development and production environments of organizations of different sizes. You can choose from three support roles on a per-user basis: Basic, Development or Production. Customize your support entitlements by granting support access to the right individuals on your team, depending on your organizational needs.

Role-Based Support provides you with the flexibility to change your support roles on a monthly basis. The pricing structure is tailored to your needs, with predictable flat rates per user, per month that help you plan and manage your investments.

### Basic Support

For those who need read-only, free access to the support cases on their account.

### Development Role

For those who develop solutions, focusing on deep investigations with a thorough response.

### Production Role

For those who manage solutions that are launched and live. Fast, but thorough responses.



### Enterprise Support

Ideal for large organizations with business-critical needs, Enterprise Support helps maximize business value and minimize risk. Build and execute a Google Cloud strategy by working directly with our Technical Account Managers. Together, we'll define your business requirements and provide a roadmap to get you there fast. We'll bring deep product knowledge and an understanding of cloud adoption best practices to guide your journey with monitored success metrics to keep you on track to grow your business with Google Cloud.

Features	Role-Based Development	Role-Based Production	Enterprise
Issue resolution			
Unlimited break/fix cases	Yes	Yes	Yes
Target initial response time for critical issues	4 business hours 24x5	1 hour 24x7	15 minutes 24x7
Pricing			
Commitment	1 month	1 month	Minimum 1 year
Cost per month	\$100/user	\$250/user	Minimum \$15k*
Advisory services			
Architecture support			Use-case specific
Access to Technical Account Manager			Yes

\*Please consult Enterprise Support price details on [cloud.google.com/support](https://cloud.google.com/support)

From customizable Role-Based Support to personalized Enterprise Support, GCP is ready to assist in your cloud journey. To find out more about Google Cloud support plans, please visit <https://cloud.google.com/support/> or contact your Google Cloud sales representative.