

Premium Support

Intelligent support tailored to your business

Why Cloud Premium Support?

Optimize your critical business processes securely with Google Cloud Premium Support. Premium Support delivers a 15-minute initial response time for your highest priority cases, as well as 24/7 access to Google technical experts across multi-contact channels and multi-languages to ensure you receive the needed support. Premium Support also includes access to a named Technical Account Manager (TAM) who oversees, coordinates, and guides your cloud journey by tailoring cloud support to your specific business needs.

Premium Support delivers proactive system optimization, strengthened business continuity, and technical expertise to deliver effective and efficient operations in the cloud. Additional Value-Add Services, including Assured Support (available US, EU, CAN) and Mission Critical Services, are options for purchase to attain an extra level of proactive system monitoring and regulatory compliance.



Lightning-fast response

Get technical expertise as quickly as possible to avoid unnecessary downtime and boost productivity.



Fully tailored guidance

Operate efficiently with customizable features, including Customer Aware Support, to enable streamlined access to your cases.



Proactive system optimization

Prevent potential issues before they occur with proactive Operational Health Reviews.

Support designed to optimize your critical business processes

Google Cloud Premium Support delivers the technical guidance, hands-on assistance, and comprehensive support you need to successfully manage your business-critical workloads while extracting the full benefits of cloud. When failure isn't an option, Premium Support enables strengthened business continuity, ensures proactive system optimization, and provides the desired technical expertise to reduce concerns about any cloud unknowns.

To learn more about how Premium Support can meet the needs of your business, talk to your Google Cloud sales representative or visit <https://cloud.google.com/support>.