



XRAY

ENTERPRISE SUPPORT

Receive rapid response SLAs and white-glove support from our geo-distributed, award winning support team for customers with unique quality and testing needs.

Xray Enterprise Support elevates your quality practice with:



24x7 Enterprise Support & faster SLAs

Rest assured, with 24x7 support for both phone and online service desk you can directly connect to a support specialist who will help you resolve any issues and answer critical questions. With Enterprise Support, you get fast tracked SLA's with:

	Application down	30 min.
	Serious degradation	2 hrs.
	Moderate impact	8 hrs.
	Low impact inquiry	24 hrs.



A dedicated support manager and dedicated account manager

Name up to 5 colleagues that can escalate technical requests to a dedicated support manager for fast feedback backed by expertise and understanding of your setup. Rely on a dedicated account manager for any questions concerning your plan, pricing or other special needs.



System review and optimization recommendations

Twice a year, an Xray specialist carries out a system check-up and optimization review and shares recommendations to fine-tune your system. Elevate your testing practice with up to 3 hours of remote consultation per quarter with one of our dedicated testing and QA specialists.



Feature voting power

With 20:1 ratio for feature voting you have more power to shape the future of Xray with your unique product needs, feature requests and testing requirements. Reach our sales team to learn how your influence shapes our product decisions.



Product roadmap meetings and customer advisory board

Participate in an exclusive annual 1:1 roadmap meeting and help us understand the most important features for your company needs. Join our exclusive customer advisory board and leverage your feedback to shape the future of our products for Testing and Development teams.

Interested? Reach out to us for more information and pricing details: sales@getxray.app