



# Support Services



## Underpinning your success today and tomorrow

Making the decision to implement data virtualization as an integral part of your data integration strategy is a first step to driving success. Denodo provides a comprehensive global network of technical support, resources and services so you can be confident that you are partnering with an organization that is fully committed to your ongoing success now and in the future. As a Denodo customer you also have access to a wide-ranging suite of resources on the **Denodo Support portal** including the Denodo Knowledge Base, Tutorials, Videos, Community Q&A and more.

## Support when and how you need it

Designed to support the way you do business today—from multi-cloud, hybrid and on-premises—Denodo provides you with the level of support you need, when you need it. With support teams located in America, Europe and Asia Pacific—manned by a dedicated team of highly skilled engineers with deep expertise of the Denodo Platform—you have the choice of flexible options built to meet your business and operational needs. From basic entry level support scaling up to premium support services 24x7 global coverage, you can be confident that you have the right level of expertise on-hand from your first evaluation right through to full-scale production.



### BASIC

Designed to provide you with entry level web-based support focused to improving developer productivity and reducing project risks during evaluation



### STANDARD

Web, email and telephone support channels, delivered by local support centers during regular business hours.



### PREMIUM

In addition to the features of Standard Support, Premium ensures you can expedite the value of your investment with 24x7 global coverage, accelerated response times and extended version support.

## BENEFITS

- ✓ Flexible access to support via web, email or phone
- ✓ Rapid response times for your critical needs
- ✓ Dedicated experienced support teams in America, Europe and Asia-Pacific
- ✓ Success and adoption resources freely available to all customers

4.7



Customer Rating of Denodo Service & Support at [Gartner Peer Insights](#)



You handle everything! Even sources or drivers you don't officially support. Your team is dedicated to meeting the customer's need. I don't get this kind of great experience with many of our other vendors."

— Autodesk



## STAY CURRENT WITH UPDATES AND RELEASES

As a Denodo Customer with Standard or Premium support you have access to product releases and upgrades. With quarterly updates you can take advantage of new features and functionality, enhancements and product fixes.



## EXPAND THE POSSIBILITIES

DenodoConnects are a collection of components that expands the possibilities of the Denodo Platform. Here you can find external tools, connectors and small applications that improve (even more) your data virtualization experience.

## Knowledge, information and learning at your fingertips

All Denodo users have complimentary access to the [Denodo Community portal](#), providing online resources which include Q&A, knowledge base, video library and step-by-step tutorials.



## ADDED VALUE FROM THE DENODO COMMUNITY

You can post your questions and connect with the online Denodo Community 24/7. The Denodo Community Q&A allows you to collaborate with Denodo experts and ask those burning technical questions you may have.



## KNOWLEDGE WHEN YOU NEED IT

Whether you are looking for best practices, help on how to connect your data sources and consuming applications, tips and techniques to monitor and maximize performance, or guidance for governance and security the Denodo Knowledge Base contains a rich library of detailed articles, that will answer your questions, and improve your knowledge of the Denodo Platform and data virtualization.



## JUMP START YOUR LEARNING WITH EDUCATIONAL VIDEOS AND STEP-BY-STEP TUTORIALS

As part of the Denodo Community you have access to a series of educational videos covering important concepts and features of data virtualization using Denodo Platform. The video collection will help you familiarize yourself and your teams with data virtualization concepts, or walk you through the basics of starting and managing your Denodo Platform environment, joining views from disparate sources, or importing a REST web service.

Step-by-step tutorials cover a series of topics about the Denodo Platform. Starting with the basics of data virtualization and spanning to advanced topics, the library of tutorials includes how to develop data virtualization projects with Denodo, how to build data combinations that come from different data sources, how to expose virtualized data as a service, and more.

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Your support service is one of your corporate strengths! You provide above and beyond service which we greatly appreciate.

— *Government Authority*

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We like it's not only for issues, but also to answer what could be seen as a trivial question, but is important to us.

— *Transalta*

