

SERVICE AND SUPPORT FOR ENTERPRISE CUSTOMERS

Sauce Labs is committed to our customers' success. Our enterprise services and support programs ensure success at every step along the way. From free onboarding to comprehensive Professional Services, we'll work with each Enterprise customer to determine what you need to be successful and then work with your team to achieve it.

CUSTOMER SUPPORT

Sauce Labs Customer Support provides break-fix support related to the Sauce Labs cloud service, web application, and Sauce Connect. If something was working but now doesn't work, Customer Support is here to help. We can answer questions about how to use our web application or point you to the appropriate documentation for writing your automated tests.

We offer different levels of Customers Support based on your needs:

Platinum Support

- 24x7 Phone Support for Severity 1 Issues
- Business hours
 - Monday-Friday 6:00am - 5:00pm PST
 - International Support Engineers located in UK and Australia, enabling us to offer 24x5 coverage
- First Response Times:
 - Severity 1: 1 hour
 - Severity 2: 4 business hours
 - Severity 3: 6 business hours
 - Severity 4: 1 business day

Gold Support

- Business hours
 - Monday-Friday 6:00am - 5:00pm PST
 - International Support Engineers located in UK and Australia, enabling us to offer 24x5 coverage
- First Response Times:
 - Severity 1: 1 business hour
 - Severity 2: 8 business hours
 - Severity 3 and 4: 1 business day

Customer Support is generally not the right resource when you're trying to get something working for the first time. Customer Success and Professional Services are there to support you as you get up and running with Sauce Labs.

ONBOARDING ASSISTANCE

From experience, we know what the most common roadblocks are to getting the most out of Sauce Labs. Because automated testing and integrating with your development pipeline can be complicated, we give our new Enterprise customers time with an experienced Test Automation Advisor to help you get going. Your Account Executive can arrange a call with one of our Test Automation Advisors within your first 90 days with Sauce Labs.

CUSTOMER SUCCESS

Our largest Enterprise Customers are assigned a Customer Success Manager (CSM). Your CSM does the following:

- Serves as your single point of contact for questions or issues
- Partners with you to understand your goals and help you get there
- Schedules regular touch-points to understand progress and status
- Conducts regular Business Reviews
- Keeps you informed of new features

PROFESSIONAL SERVICES

For training and technical assistance that goes beyond what Customer Success or Customer Support can help with, Sauce Labs offers a variety of Professional Services offerings.

Jumpstart Service

The Sauce Labs Selenium JumpStart Service is designed to provide enterprises with hands-on experience and mentoring - quickly activating, integrating and optimizing their use of the Sauce Labs infrastructure and accelerating their return on investment. This service always starts with an assessment of customer's test automation capabilities (people, processes and technologies) and objectives and will result in a number of deliverables designed to make your organization more effective.

The JumpStart service includes five (5) days of on-site guidance and mentoring for up to six (6) customer staff on the Sauce Labs solution set, assistance in framework implementation and integration, sample Selenium script creation and optimization, and post-engagement summary with observations, recommended next steps and industry best practices.

Technical Account Manager

Sauce Labs offers Technical Account Manager that provide unrivaled QA/Testing knowledge and proven skills to help you streamline your deployment and improve operations of your DevOps/Testing Platform.

Sauce Labs' TAMs will:

- Accelerate adoption of Sauce Labs across your enterprise by creating a defined plan, advocating collaboration and providing frequent assessments and reporting of usage company-wide.
- Help your organization to avoid common concerns by leveraging lessons learned from other Sauce Labs implementations.
- Be the single point of contact for your technology-related questions, problem resolution, issue management, and feature requests

Professional Services Packages

Sauce Labs can work with you to identify your requirements and deliver Professional Services to address your business needs.

Examples of Professional Services Packages requested by our customers:

- CI / CD Pipeline Architecture
- Framework Evaluation
- Code Review
- Script Writing
- Automation Ramp-up

The Professional Services organization provides the ability to work on a time-and-materials basis as well. Contact your sales representative for details.

Learn more at saucelabs.com

DS-05-042016

Training Programs

Sauce Labs Professional Services offers instructor-led training that can be either on-site or online. Training course are offered in the following areas:

- Selenium
- Appium
- Automated Testing on Sauce Labs
- Sauce Labs Administration
- Best Practices