Offering		Standard	Silver	Gold	Platinum
Digital Learning Resources		✔	✔	✔	✔
Online community		✔	✔	✔	✔
See Support section for more details	**Support resource & ticket routing**	Pooled Technical Support	**Pooled Technical Support** Priority path for Escalation	**Pooled Technical Support** Priority path for Escalation	**Aligned TSE** Priority routing for support issues Priority path for Escalation
	Hours of Operation	24x5	24 x 7	24 x 7	24 x 7
Initial Support Response SLA	**1: Urgent**	2 hrs	2 hrs	2 hrs	1 hr
	2: High	8 hrs	4 hrs	4 hrs	2 hrs
	3: Normal	24 hrs	12 hrs	6 hrs	8 hrs
	4: Low	24 hrs	24 hrs	24 hrs	12 hrs
Technical Success Manager		✘	✔	✔	✔
Dedicated TSM Hours		N/A	Bi-weekly meetings. Up to 2 hours/week (average)	Up to 4 hours/week (average)	Up to 8 hours/week (average)
Solutions Architecture		✘	✘	✘	✔
Guided Onboarding		Purchase PS	✔	✔	✔
Success Planning		✘	✔	✔	✔
Business Review Cadence		N/A	Bi-annual	Quarterly	Quarterly
Live Training Sessions		Public trainings on snyk.io/events	Public trainings on snyk.io/events	1 Private Session/Month	2 Private Sessions/Month
Private Slack Channel		✘	✔	✔	✔