

Customer Support Information for

Dear Customer,

Welcome to Camunda BPM. With this document we provide important information about the Camunda BPM platform and our support services. If you have any further questions, please do not hesitate to contact us.

Service Level Agreements

Based on our license agreement we have defined the following SLAs:

Level	Definition	Availability	Response Time	Reporting via
L1 blocker	Core components (i.e. process engine) of Camunda BPM do not work at all / produce critical errors that prevent usage in production mode. Bug report only.		<code>\${responseTime-Level1}</code> business hours	Ticketing System (Monday-Friday, 9 a.m.-5 p.m. CET, German holidays apply)
L2 critical	Usage of Camunda BPM seriously affected, a work-around is urgently needed. Bug report only.		business hours	Ticketing System (Monday-Friday, 9 a.m.-5 p.m. CET, German holidays apply)
L3 default	Non-critical errors, help requests, feature requests.		business hours	Ticketing System (Monday-Friday, 9 a.m.-5 p.m. CET, German holidays apply)

Number of designated support contacts:

Number of support tickets per:

A support contact is a technical person within your organization that becomes an internal expert for Camunda and can provide internal support for your engineers, while interacting with the Camunda support on all more advanced questions or bug reports.

With our license agreement we define a fixed number of named employees as exclusive contacts for support requests. The number of support contacts can be increased at any time by updating your contract accordingly. Changing a designated contact person is possible if the person left the licensee's organization or took a different job.

Contact

The general way to contact our support team is our JIRA Support Desk:
<https://app.camunda.com/jira/browse/SUPPORT>.

Please note that we prefer JIRA for support tickets. With JIRA your tickets are traceable, your tickets can contain much more information in a structured way and you get a better overview about the status of your support cases. JIRA tickets can be shared with your colleagues and serve as database for you.

Download & Distribution

With the following credentials you get access to our download areas:

Username:
Password:

Camunda BPM Platform – EE: <http://docs.camunda.org/enterprise/download/>
Camunda Nexus: <https://app.camunda.com/nexus/content/repositories/camunda-bpm-ee> Camunda
Modeler: <http://camunda.org/download/modeler>

License Key

Please use the following license key to enable enterprise features of the Camunda BPM platform:

Find more information about license activation in our user guide
<http://docs.camunda.org/manual/latest/webapps/admin/system-management/#camunda-license-key>.

Documentation & Help

For help and information, please refer to our documentation guide: docs.camunda.org. Please note that you can select certain versions of the Camunda docs.

Best Practices: <https://camunda.com/best-practices/>. Please use your company account to login.

Get more information on the JIRA issue tracking system under
<http://docs.camunda.org/enterprise/support/>.

Kind Regards,
Your Camunda Support Team