Katalon
Premier Success Plan

What are the benefits?

25%
more productive teams due to less back and forth with Support.

30%
less business disruption due to faster ticket resolution.

Faster response time
Experience faster response times and support with dedicated agents in your time zone.

Increased availability
Minimize disruptions with our 24/7 support for critical issues.

Deeper partnership support
Partner with us throughout your Katalon journey, receiving personalized assistance from onboarding to scale-up.

Maximize ROI
Get the most out of your Katalon subscription by achieving long-term success with data-driven insights and strategic business reviews from a dedicated Account Manager.

In-depth technical expertise
Access our top-tier team of Katalon support experts, including a dedicated Customer Engineer, who will provide tailored guidance aligned with your business goals.

Katalon

Features Comparison

	Standard Support	Premier Success
Pricing	Included in any Katalon subscription	15% upcharge on subscription
Initial response times	Severity 1&2:16 hours Severity 3:24 hours Severity 4:48 hours	Severity 1:1 hour Severity 2:2 hours Severity 3:4 hours Severity 4:8 hours
Service Times	24/5	24/7 for Severity 1 issues
24/7 access to self-service resources	✓	✓
24/7 access to Support Portal	✓	✓
Technical Support Escalation Calls		✓
Custom Keywords Support		✓
Live chat		✓
Account Manager		✓
Onboarding Manager		✓
Customer Engineer		✓

The success of our customers is our top priority at Katalon. With **Premier Success**, you and your team have access to additional support from an **Onboarding Manager**, **Account Manager** and **Customer Engineer** throughout your partnership with us.

Onboarding Manager
Access training and educational support to empower your team with best practices for success.

Account Manager
For subscription inquiries, our team can assist you in overcoming obstacles and devising a Katalon goal plan.

Customer Engineer
Get technical advice on how to optimize your testing automation set up and scale with Katalon.