SPINNAKER SUPPORT

Comparing Support Models

Comparison table

The table below compares the fundamentals of the two support models, with an explanation of each **feature's importance.**

	ENTERPRISE SUPPORT	THIRD-PARTY SUPPORT*	SIGNIFICANCE
Service Model	Self-service-oriented, emphasis on research	Concierge, assigned support	Convenience of self-service vs. convenience of quick, live responses from experts
My Oracle Support/SAP Support Portal	Full access	Not required	Self-service vs. live, focused assistance
Primary Support Contact	Varies	Assigns you a senior engineer and support team	Speaking with a new support agent every call vs. a primary contact who's learned your system inside and out
Support Expertise	Varies	16-years average support experience	Experienced support professionals recognize and solve problems faster

	ENTERPRISE SUPPORT	THIRD-PARTY SUPPORT*	SIGNIFICANCE
Initial Response Time	Oracle SLA dictates a 90% P1 response within one hour; other service requests can take one business day	Average 8-minute response time for all tickets	Third-party services are contracted to respond quickly
Ability to Escalate	Not monitored; you must request escalation yourself	All issues are closely monitored, and escalation is made automatically, without your having to request one	Speaking with a new support agent every call vs. a primary contact who's learned your system inside and out
Support Expertise	Not covered	Included	Most, if not all, organizations customize their enterprise software
Interoperability Support	Limited, depends on release version	Included, as are interfaces	Most enterprise software is interconnected with external systems and technology
Right to Upgrades	Included for on-premise versions, excluded for SaaS product release	Access to an archive of all the available on-premise version upgrades that were made before you switched to 3PS	Upgrades for newer systems to which one has rights; savings to be invested in SaaS products as they mature; few to none expected for on-premise applications
Tax & Regulatory Compliance	Included, one-size-fits-all	Included, tailored to your unique needs	GTRC is regularly monitored and updated

	ENTERPRISE SUPPORT	THIRD-PARTY SUPPORT*	SIGNIFICANCE
Security & Vulnerability	Reactive patches only	Full-stack intrusion detection, virtual patching, and compensating controls	Security is multi-layered and complex, and cannot be covered by patching alone
Term of Support	No new fixes or interoperability support after end of standard support	Lifetime support for as long as you need your current version	Important factor for long-term investments
Lifetime Full/ Comprehensive Support	Only delivers fixes, updates, and critical patch updates created during the Premier Support stage	Standard	Full support should be available for as long as one chooses to use the system
Advisory Services	Via Advanced Customer Services, for an additional fee	Included	These services can assist development of tech business strategy
Partner & User Community	Access to many online communities and a partner network	Access to many online communities and a partner network	No difference between support types

* Values reflect those specific to Spinnaker Support's service model and are not necessarily representative of other third-party models. Obviously, the table highlights a number of differences that can be explained by contrasting philosophies.