

Gold Support Package

Build a path to success with expert guidance tailored to your business outcomes



Gold Support Package

Customer success is a top priority at Tyk. That's why we created the Tyk Gold Support Package to help you realize value from your Tyk platform quickly. With features like specialized guidance, expert coaching, and 24x7 support with faster response times, we'll help you confidently deploy your API innovations and boost productivity ■

Launch Quickly and Efficiently

To get the most out of your investment in Tyk, the Gold Support Package provides technical guidance and support through programs built and led by world-class experts at Tyk ■



Realize value from day one

Expert coaching & training to hit the ground running & skill-up your team



Deploy new innovation and capabilities with confidence

Technical guidance & insights tailored to your business goals

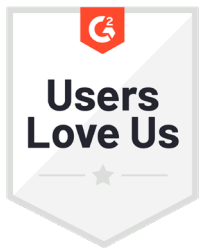


Boost productivity and keep your vision on track

Fast, 24x7 issue resolution to mitigate disruption as you put Tyk to work for your team

Demonstrated **practical value** from Gold Support Package customers

Tyk customers in a range of industries have realized the value of engaging with experts through Success Plans. Here are some of the ways companies have leveraged these plans to accelerate time to value ■



“ “ “ “

Fantastic product, even better relationship and support

Ben W.
Lead DevOps Engineer

“ “ “ “

Brilliant product from a company that really cares.

Adam B.
CTO

“ “ “ “

Excellent product and great people.

Seamus C.
CTO

“ “ “ “

We trust Tyk to handle our growing amount of APIs...

Ben E.
Lead Platform Engineer

Read the [full customer reviews here](#)

Compare success plans

		Standard	Silver	Gold
Customer Solution Architect	Pooled	✗	✓	✗
	Named	✗	✗	✓
Onboarding	Digital Self-Service Guides	✓	✓	✓
	General Onboarding Zoom Calls	✗	Monthly	Unlimited
	1:1 Onboarding Workshops	✗	✗	✓
Product Education	Setup and Configuration Best Practices	Self-Service videos & support team	Self-Service videos & support team	Personalized & Individual
Strategy & Planning	Planning for change & organizational best practices	✗	✓	✓
	Adoption guidance	✗	✓	✓
	Health checks & recommendations	✗	✗	✓
Proactive Services	Annual technical reviews (e.g. Code, Security, Performance)	✗	✓	✓
	Key event management	✗	✗	✓
	Go-Live support	✗	✓	✓
Resolution & Troubleshooting	Technical support hours	Best Efforts, Monday-Friday, not including holidays, 48 hour response	8am-5pm Mon-Fri Local time (1 timezone) 4 hour response	24/7/365, 1 hour response
	Support desk users	1 user	3 users	6 users
	Available support channels	Email, Support Portal	Email, Support Portal, Screen-Shares (up to 2 screen-shares per month)	Emails, Support Portal, Screen Shares and Telephone Hotline



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