




Fortify and strengthen your Node.js ambitions

NodeSource Dedicated Support helps companies establish and sustain enterprise-grade Node.js development and operations.

NodeSource has built the Dedicated Support offerings on its foundation of expertise and institutional knowledge of Node.js. Dedicated Support is delivered by a global team of dedicated support engineers that can provide assistance when you need it most.

Reasons to use Dedicated Support:

- Getting Started**
 For development and operations teams that are new to Node.js, NodeSource helps get your Node projects and processes off the ground.
- Building for Growth**
 For companies who want to achieve their Node growth and organizational goals, NodeSource facilitates moving critical Node.js applications into production.
- Operating at Scale**
 For companies who need to develop and scale their own Node.js capability, NodeSource provides the foundation for enterprise-grade Node operations and runtime.

NodeSource offers the following subscription plans:



Developer

Expert assistance with installing, configuring, and using Node.js in a development environment.



Standard

Developer + assistance throughout the development lifecycle and in production.



Enterprise

Standard + 24x7 enterprise class support including a personalized support engineer.

Offering Comparison

Support Offerings	Developer	Standard	Enterprise
Product Scope	Active and Maintenance LTS Node Releases (currently 4.x, 6.x, and 8.x)		
Knowledge Base & Educational Material	✓	✓	✓
Installation & Configuration Assistance	✓	✓	✓
General Usage Support	✓	✓	✓
Problem Diagnosis & Troubleshooting	✓	✓	✓
Best Practices & Performance Tuning Guidance	✓	✓	✓
Production Support	—	✓	✓
Designated Client Support Contacts	—	1	3
Personalized Support Engineer	—	—	✓
Quarterly Service Reviews	—	—	✓
Number of Incidents	10 / month	unlimited	unlimited
Priority Responses	P2, P3, P4	P1, P2, P3, P4	P1, P2, P3, P4
Availability	8x5	24x5	24x7
Contact Methods	email, portal	email, portal	email, portal, phone

Priority 1 (P1) Critical:

The problem results in extremely serious interruptions to a production system.

Priority 2 (P2) Urgent:

The problem results in serious interruptions to normal operations and could negatively impact an enterprise-wide installation or urgent deadlines.

Priority 3 (P3) Important:

The problem causes interruptions in normal operations that results in medium-to-low impact to

Priority 4 (P4) Minor:

The problem results in minimal or no interruptions to normal operations. Includes general usage, configuration, and troubleshooting requests.