



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 unrivaled 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.



N|Support Offerings Comparison

Support Offerings	Developer	Standard	Enterprise
Product Scope	Active and Maintenance LTS Node Releases (currently v4.x and v6.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 Definitions

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 normal operations.

Priority 4 (P4) Minor:

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