

TAG

TECHNICAL ADVISORY GROUP



At Rapid, we strive to offer you the best possible service. Our goal is to make your experience with Rapid as seamless and stress-free as possible. Therefore, our support plans are especially tailored to provide you with the right mix of tools and expertise, enabling you to optimize performance, manage risk and minimize costs.



# Standard Support

Standard Support provided to all of Rapid's customers includes 24x7 access to customer service representatives via UAN, Email or In-Portal Chat. Furthermore, our customers can also go through our user guide and release notes available on the [customer service portal](#) for technical guidance and documentation.



# What is TAG?

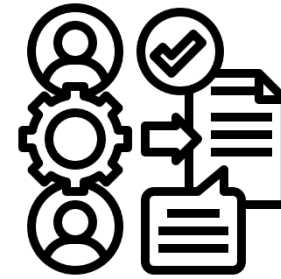
A designated team to provide our customers with managed services and architectural consultation



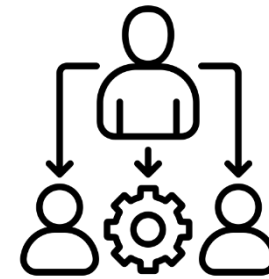
# Features



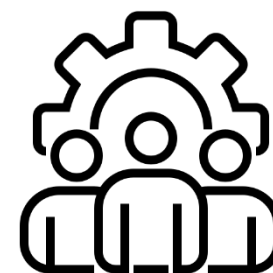
24x7 phone, email, and in-portal chat access to Cloud Support Engineers



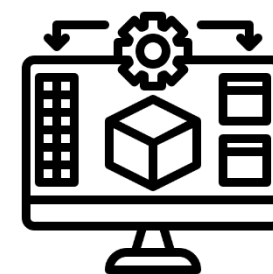
Orientation and Onboarding



Level 1 support for third party application



A pool of TAMs to manage the health of the environment

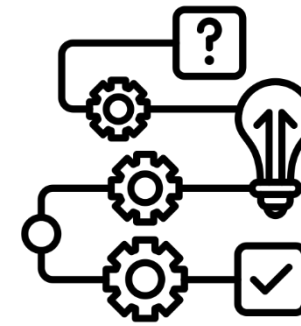


Architectural Guidance

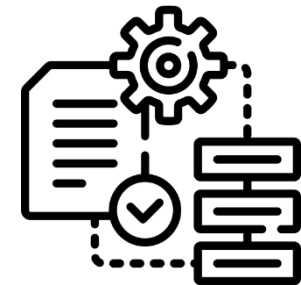
# Features



Assistance over WhatsApp Groups



Prioritized remediation of Issues



Account Setup and Configuration



Training and Education on the go

# Pricing Models

## ON RETAINER



Customers will be charged a monthly recurring fee when opting for a dedicated resource.

## ON REQUEST



A fee will be charged each time the customer raises a high priority ticket that requires the attention of an expert dedicated resource.