



# LogicMonitor technical support



SUPPORT PACKAGE		STANDARD	ENHANCED	PREMIER	LM CONCIERGE
Self-help resources		✓	✓	✓	✓
Community support		✓	✓	✓	✓
Support portal		✓	✓	✓	✓
Onboarding support		✓	✓	✓	✓
Customer success manager		✓	✓	✓	✓
Initial response times (Inbound tickets)	Urgent (L1)	2 hours	1 hour	1 hour	1 hour
	High (L2)	12 hours	4 hours	4 hours	4 hours
	Normal (L3)	12 hours	8 hours	8 hours	8 hours
	Low (L4)	24 hours	12 hours	12 hours	12 hours
Communication channel	Ticket	✓	✓	✓	✓
	Availability	24x7	24x7	24x7	24x7
	Chat	✓	✓	✓	✓
	Availability	24x5	24x7	24x7	24x7
	Outbound phone	✓	✓	✓	✓
	Availability	24x5	24x7	24x7	24x7
	Inbound phone	⊖	⊖	✓	✓
Support team		Standard	Standard	Premier	Premier
Health Check (Quarterly Basis)		⊖	✓	✓	✓
Health Check Remediation Assistance (Quarterly Basis)		⊖	⊖	✓	✓
Assigned Premier Support Engineer		⊖	⊖	✓	✓
Pro-active support		⊖	⊖	✓	✓
Administrative tasks On-demand		⊖	⊖	⊖	✓
50 PS Development hours annually		⊖	⊖	⊖	✓

LogicMonitor is committed to offering the best service for our customers which not only includes our continual platform updates but our world-class support as well. We have a variety of packages to meet your team's unique needs, so you can rest easy.

### Standard

Each member of the LogicMonitor Standard Support team has completed our 10-Week on-boarding training program, is a LogicMonitor Certified Professional, and is on a continuous training plan towards becoming a Subject Matter Expert in multiple areas of LogicMonitor or the underlying technologies that the product uses.

### Premier

The Premier Support team is a dedicated group of Senior TSEs with an extensive background in supporting the LogicMonitor platform AND a proven track record for handling complex requests WHILE maintaining the highest customer satisfaction. Members of the Premier Support team have also received advanced training outside the scope of standard support that enables them to better handle our customers complex requests in a timely manner.

# Severity / Priority descriptions

LogicMonitor is committed to providing outstanding, responsive Support and will make reasonable efforts to meet the target initial response time for the applicable severity/priority levels. Initial responses provided will be meaningful and related to the inbound support request. Response times are for initial response and acknowledgment of inbound requests; they are not meant to imply time to resolve the request. Full descriptions of severity levels are as follows:

SEVERITY/ PRIORITY	DESCRIPTIONS	EXAMPLES FOR PRIORITY USAGE	CUSTOMER SUCCESS ENGAGEMENT AND ESCALATION
Urgent (L1)	Usage of LogicMonitor account is severely impaired.	<ul style="list-style-type: none"><li>Account is unreachable.</li><li>Performance degradation to the degree that the ability to use the account is severely impaired.</li><li>Loss of monitoring across multiple LogicModules and Resource types.</li><li>All Collectors are down or unable to reach LogicMonitor.</li><li>No alerts are triggering or being delivered across the entire account.</li></ul>	Support staff will engage the Customer Success team in under 4 hours if a solution is not found. Customer Success team will follow the documentation and communication policy procedures for Urgent case handling—notifying management.
High (L2)	Issues with the product that are causing previously working conditions to fail.	<ul style="list-style-type: none"><li>Specific alert was not delivered to recipients, but other alerts are routing appropriately.</li><li>Loss of data collection across multiple devices on a single collector or a specific LogicModule used across a number of devices.</li><li>Collector has crashed, but has recovered.</li><li>Collector has crashed, hosts moved to a backup collector.</li></ul>	Support staff will engage the Customer Success team within 48 hours if a solution is not found. Customer Success team will work with Support teams, including Support Managers to facilitate communication and resolution.
Normal (L3)	Questions that may arise from normal usage and configuration on the account.	<ul style="list-style-type: none"><li>How to get a LogicModule to apply to Resources already added in a LogicMonitor account (not previously in use on Resources).</li><li>Help building custom graph widgets.</li><li>Creating filters on an EventSource.</li><li>Alert Rule not matching as expected.</li></ul>	Support staff will engage the Customer Success team as needed.
Low (L4)	Questions of curiosity or general knowledge.	<ul style="list-style-type: none"><li>Can you monitor X?</li><li>What are best practices for installing a collector?</li><li>General questions about the product, such as how LogicModules work.</li></ul>	Support staff will engage the Customer Success team as needed.

**Note:** The above table does not apply to feature or UX requests, LogicModule creation requests, misconfiguration errors, bugs not impacting performance / functionality, product training, or Professional Services engagements.



# Communication channels



## Chat

The primary and preferred communication channel customers use to contact LogicMonitor Support is via the **"Chat with an Engineer"** option located within each customer account. LogicMonitor has recognized online chat to be the most effective channel for troubleshooting customer issues; allowing LogicMonitor Technical Support Engineers (TSEs) to work real time with our customers while being able to share artifacts that make the troubleshooting process more efficient. Artifacts such as screenshots, log files, code snippets, etc., can all be uploaded and shared real time within the chat interface; resulting in a faster resolution. Requests for Support via chat are handled on a first-come-first-serve basis, however wait times are typically less than 5 minutes.



## Ticket

Support tickets can be created from within customer accounts or at the LogicMonitor Support Portal located at <https://support.logicmonitor.com>. In the event of a Service Disruption, in which customers cannot access their account, Support Tickets can still be submitted via the Support Portal. Urgent Priority tickets are managed at the highest priority over any other communication channel (chat, phone, other ticket priorities), and should be reserved for items that are severely impacting customers' accounts. To help us resolve requests in a timely manner, customers should provide as much details as possible about their request, including specific examples of target areas to investigate or attaching any relevant screenshots and/or log files.  
Site: <https://support.logicmonitor.com>



## Phone/Screen share (Outbound)

LogicMonitor Support utilizes phone calls and screen shares to work with our customers on requests that are sometimes best handled outside of text format or need a more guided approach. As our primary communication channel is Chat, phone calls inbound to our Support team are limited to our Premier Support customers only. Customers not on a Premier Support package may request an outbound screenshare or phone call with a Support Engineer once they have reached out to coordinate via one of our other communication channels (Chat/Ticket).



## Phone (inbound)

As Chat is the preferred and primary communication channel used by customers of LogicMonitor, Inbound phone support has been limited to customers on Premier Support or LM Concierge packages only. Premier Support customers will receive regional, local phone numbers to contact LogicMonitor Support, which can be used by authorized – named contacts identified during the Account Familiarity process.



## Status page

LogicMonitor maintains an external Systems Status Page to keep our customers informed of any Service Disruptions that may be impacting their account. It is highly recommended that our customers subscribe to our status page so that they are notified as soon as possible when LogicMonitor is experiencing technical difficulties. Initial updates are posted as soon as issues are identified and updates will be provided throughout the Service Disruption until resolution.  
Site: <https://status.logicmonitor.com/>





## Account on-boarding

Qualifying accounts will go through an Account On-Boarding process upon purchase. Account On-Boarding is critical to ensuring our customers are getting the most value out of their LogicMonitor investment. During this process, the Customer Success team will work with our customers to build a Success Plan to ensure that the proper training, goals, and support needs are highlighted and tracked for a successful initial deployment of their environments.

## Account familiarity (Premier, LM Concierge)

Upon purchasing Premier or LM Concierge packages, your Customer Success Manager and a Premier Support Engineer will schedule an onboarding and/or an account familiarity session to capture details specific to your LogicMonitor environment. Information from this session and ongoing support interactions will be noted in our internal customer knowledge base so our engineers can get an understanding of the nuances of your account, customizations, or any challenges that may have been encountered in the past to help save time on future support requests.

The following information will be captured in the initial session:

- **Identify named contacts** - Identify your four named contacts, who will be authorized for inbound phone calls. Named contacts must be LogicMonitor Certified Professionals with administrative access to the account.
- **Document account details**- An important part of our Premier and LM Concierge account management is to gather information relative to your LogicMonitor environment so that our team becomes more knowledgeable about your account, usage pattern, and other specific configuration settings that will help us provide higher-quality support moving forward.

Details to be collected include any custom solutions that have been purchased through Professional Services, integrations in use, critical customizations to an account, collector deployment caveats, and other pertinent information.

- **Open case review** - A review of any open or long-standing issues impacting Premier and LM Concierge customers will be conducted. Any existing open support cases will be transferred over to Premier Support Engineers for on-going ownership and resolution.
- **Review support channels and processes** - Review current processes for contacting support relevant to Premier Support customers including: chat channel, inbound phone calls, ticket portal, escalations, scheduling, and after-hours availability.

## Dedicated support channels (Premier, LM Concierge)

Customers on a Premier or LM Concierge Support package have dedicated communication channels that route their requests directly to the Premier Support team 24x5 (See hours of availability).

Premier Support requests made outside of the hours of availability will be routed to the Standard Support channels at a higher priority for assistance. If the request is urgent in nature, the Standard Support team will be capable of escalating Premier Support requests to the On-Call Premier Support Engineer.

Note: If specific coverage is required outside of the regular hours of availability, time can be scheduled in advance with Premier Support engineers for specific tasks best reserved outside the normal business hours or work week. This is subject to scheduling and availability and requires at least 1 weeks notice for confirmation.

# Support feature descriptions

## Health Check

(Enhanced, Premier, LM Concierge)

The Health Check is an assessment of a customer's account to provide actionable recommendations for improving LogicMonitor configuration and feature usage. Health checks are a great preventive tool for identifying misconfigurations or inefficiencies within a customer's account that could lead to potential interruptions or missed notifications. Health Checks are run on a quarterly basis and cover the following focus areas:

- Alert settings
- Alert volume
- Collectors
- Dashboards
- Devices
- Integrations
- LogicModules
- Reports
- User access
- Website

## Health check remediation assistance

(Premier, LM Concierge)

Customers on a Premier or LM Concierge package have the option to get Remediation Assistance on items identified during their quarterly Health Check. Premier Support customers may schedule up to (three) 2-hour working sessions/per quarter with a Premier Support Engineer who can advise on best practices and aid with remediation on flagged focus areas (i.e. adjusting alert thresholds on noisy alerts or collector load balancing strategy). LM Concierge customers can address additional items via their LM Concierge agreement.

## Pro-active support

(Premier, LM Concierge)

For our Premier Support customers, we offer the option to Opt-In to Pro-Active Support, in which customer accounts are monitored for significant changes and other activity that might be beneficial for administrators to be aware of. LogicMonitor Premier Support Engineers will do regular checks on a set of predefined items for customer accounts. If any concerns are identified, a support ticket will be opened on behalf of customers to highlight the concern with options to assist with resolving. Examples of items to be monitored include, but are not limited to:

- Spikes in alert activity across the account
- Increased number of dead collectors within the account
- Significant variances in the number of resources within the account
- Outdated Core LogicModules in use
- No Data being collected on critical devices
- Checks for Known Bugs impacting customer accounts

## Administrative task on-demand

(LM Concierge only)

With LM Concierge, customers can request LogicMonitor engineers assigned to their account to deploy Administrative Tasks On-Demand within their LogicMonitor environment. Administrative tasks and services include configuration, modification, and management of the customer's LogicMonitor account. This would include day-to-day operations, enablement of core LogicMonitor functionality, and additional growth and refinement types of activities within the account. Additionally, our engineers will conduct regular evaluations of the LogicMonitor account to identify areas of the product that are not configured according to best practices or are areas of concern, as well as remediation of identified deficiencies.

Examples of administrative tasks on-demand available in Concierge include:

- Adding resources/resource groups
- Alert tuning
- Dashboard creation
- Configuration of LM alerting integrations
- Creating or modifying alert rules and escalation chains
- Collector upgrades and tuning
- and much more!

## 50 PS development hours annually

(LM Concierge only)

The LM Concierge offering includes up to 50 Professional Services Development hours annually that can be utilized for the development of Custom Solutions.

Examples of Custom Solutions\* that hours can be utilized for include:

- Custom device monitoring
- Automation Scripts
- Custom alerting integrations
- Advanced dashboard creation

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\*Custom Solutions are subject to scoping and may incur additional fees for overages over the annual allotment of hours.

# Terms & conditions

## Hours of availability

### Chat availability:

- **Enhanced, Premier or LM Concierge** - 24x7 access to our chat feature from within their LogicMonitor account.
- **Standard** - 24x5 access to our chat feature from within their LogicMonitor account.

A comparison of availability hours across multiple time zones compared against US Daylight savings hours can be found below.

REGIONS	STANDARD (24X5)		ENHANCED / PREMIER / CONCIERGE (24X7)
London (UTC +0)	Monday 12:00AM	Friday 11:59PM	24 hours a day, 7 days a week
New York	Sunday 8:00PM	Friday 7:59PM	24 hours a day, 7 days a week
Austin	Sunday 7:00PM	Friday 6:59PM	24 hours a day, 7 days a week
Santa Barbara	Sunday 5:00PM	Friday 4:59PM	24 hours a day, 7 days a week
Singapore	Monday 8:00AM	Saturday 7:59AM	24 hours a day, 7 days a week
Sydney	Monday 11:00AM	Saturday 10:59AM	24 hours a day, 7 days a week
Pune	Monday 5:30AM	Saturday 5:29AM	24 hours a day, 7 days a week

*Note: 24x5 coverage begins every Sunday at 07:00PM CST and closes every Friday at 06:59PM CST (Monday 12:00AM to Friday 11:59PM UTC).*

# Limitations of support

### Support does not include:

- Development of custom scripts, LogicModules, or integrations with third-party applications, unless on an LM Concierge package.
- Inbound Phone Support for customers not on a Premier Support package and users other than the designated contacts identified during Account Familiarity processing.
- Support for custom solutions developed by the customer or delivered by LogicMonitor Professional Services and its Partners.
- Support, analysis of, or troubleshooting 3rd party vendor add-ons or products.
- Collectors installed with Operating Systems that are End of Life. LogicMonitor follows the Microsoft Lifecycle Policy (specifically the “Extended support end date”) and the Red Hat Enterprise Linux Life Cycle (specifically the “End of maintenance support 2 (Product retirement)” date) when determining which Windows and Linux server operating systems are supported for Collector installation.
- Feature requests, product improvements, or additional commitments from the product or development teams.
- Non-English language support.
- Providing remote administration or taking control of a customer's environment to perform full installations, configurations, or adjustment to resources outside of the LogicMonitor platform.
- On-site support at the customers location.



**Ticket availability:**

All LogicMonitor Support packages have 24x7 access to submit a request via the Support ticket form from within their accounts or at <https://support.logicmonitor.com/>. Inbound tickets will be responded to within the Initial First Response SLAs associated with the Support package purchased for your account.



**Outbound phone availability:**

Availability of requests for outbound phone calls and/or screen shares adheres to the Chat Hours of Availability applicable to the Support package purchased for your account.



**Inbound phone availability (Premier, LM Concierge):**

Customers on a Premier Support or LM Concierge package will have named contacts that are authorized to make inbound phone calls to the LogicMonitor Support team 24x7 for urgent requests.



**Premier support team availability (Premier, LM Concierge):**

Customers on a Premier Support or LM Concierge package will have direct access to the Premier Support team 24x5, excluding LM company holidays per region. Outside these hours of availability, when the Premier Support team is not available, Premier Support customer requests are handled by the Standard support team. 24x5 coverage begins every Sunday at 07:00PM CST and closes every Friday at 06:59PM CST (Monday 12:00AM to Friday 11:59PM UTC).

**US holidays**

New Year's Day  
Martin Luther King Jr. Day  
President's Day  
Memorial Day  
Juneteenth  
Independence Day  
Labor Day  
Veteran's Day  
Thanksgiving Day  
Day After Thanksgiving  
Christmas Day

**EMEA holidays**

New Year's Day  
Good Friday  
Easter Monday  
May Bank Holiday  
Spring Bank Holiday  
Platinum Jubilee Bank Holiday  
Summer Bank Holiday  
Christmas Day  
Boxing Day

**APAC holidays**

New Year's Day  
Chinese New Year  
Good Friday  
Labour Day  
Hari Raya Puasa  
Vesak Day  
Juneteenth  
Hari Raya Haji  
National Day  
Deepavali  
Christmas Day



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### About LogicMonitor®

LogicMonitor®'s SaaS-based observability and IT operations data collaboration platform helps ITOps, developers, MSPs and business leaders gain visibility into and predictability across the technologies that modern organizations depend on to deliver extraordinary employee and customer experiences. LogicMonitor seamlessly monitors everything from networks to applications to the cloud, empowering companies to focus less on troubleshooting and more on innovation. For more information, visit [www.logicmonitor.com](https://www.logicmonitor.com).

