Fivetran

Fivetran Premium Support

Maximize your Fivetran experience with the highest level of support

Fivetran Premium Support is designed for enterprises that demand the highest level of reliability, performance, and expert assistance for their data pipelines. With **24/7 priority support, proactive monitoring, dedicated support account management, and extended service-level agreements**, your team can confidently manage and scale data operations without the risk of downtime or disruptions.

Why Fivetran Premium Support?

✓ **Fast response times:** Expedited response times to provide efficient and effective support

✓ **Prioritized tickets:** All tickets are automatically prioritized and escalated to our most experienced engineers

✓ **Dedicated support:** Dedicated point of contacts that understand your business and use case

Meet your dedicated support team

Support Account Manager

- **Drive resolution management:** Manage cases from request to resolution as quickly and effectively as possible
- **Consistent support**: Ensure satisfaction through daily ticket monitoring, regular check-ins, updates on new features, & Quarterly Business Reviews

Premium Support Engineer

- **Expert guidance**: Your seasoned subject matter expert
- **Established resources:** Comprehensive support, ensuring fast resolutions and a seamless experience
- **Focus on uptime and SLAs:** Addressing your most critical support needs

Expedited response times

	Standard	Enterprise & Business Critical	Premium Support
Urgent	48 hours	1 hour	**30 minutes**
High	48 hours	4 hours	**1 hour**
Normal	48 hours	8 hours	**4 hours**
Low	48 hours	8 hours	**8 hours**

After first reply, all follow-up correspondence is mutually agreed upon to ensure consistent and reliable responses.

Interested in Fivetran Premium Support? Discuss with your account manager or contact sales@fivetran.com