

Support services for Spectro Cloud Palette

Why support matters

When you're relying on Kubernetes clusters to host mission-critical workloads, whether at the edge, in your data center, or in the cloud, it's vital that you can address availability-impacting issues fast. Yet issues are often complex, involving the OS, Kubernetes, and dozens of open-source and commercial products.

You need experts who can quickly diagnose across layers, guide fixes, and prevent repeat incidents — without finger-pointing between vendors.

The Spectro Cloud support difference

Spectro Cloud Palette and Palette VerteX are enterprise-grade products, backed by enterprise-grade support, whatever environment you're deploying into, and whether you're running Palette self-hosted or in our SaaS.

We have invested in building an in-house team of highly trained support engineers. They're cloud-native experts and experienced at dealing with real-world Kubernetes implementations.

We've won awards for the standard of our support, but our customers say it best:

"The support is very friendly and always tries to find a solution... response is very quick and usually very effective." — G2 reviewer

"The support from the Palette Team is exceptional." — G2 reviewer

We provide follow-the-sun-support globally, 24x7. For our US-based Federal customers choosing our VerteX edition, we can provide CONUS-only support — still with 24x7 coverage.



Flexible support options to fit how you run Palette

We offer two main tiers of support, aligning to the criticality of your infrastructure. **Production Support** is our default option. As the name suggests, it's ready to support your production environments, and includes 24x7x365 access for five of your named team members, via app, portal, email, or phone.

Solution Support is our optional premium tier. It gives you access to a named Customer Success Engineer who will get to know your infrastructure inside-out, accessible by up to ten members of your team.

Full-stack coverage — no finger pointing

We know that your Kubernetes clusters include many different software components, from open source projects to commercial tools. Our goal is to give you 'one hand to shake' for support, from the OS to the app.

With our Production Support offer, we provide first-line technical support for not only Palette itself, but also software components you install from our validated software repositories, which covers the most popular 50+ integrations in the cloud-native ecosystem.

If you choose our premium Solution Support offer, we also provide support for a wider range of community, commercial or custom integrations, and we will work closely to collaboratively triage issues alongside your other vendors throughout root cause analysis and remediation.

From support to success

Whatever support service you choose from us, we go beyond reactive break-fix. We prioritize knowledge transfer, onboarding help, and support for unusual deployment scenarios or major upgrades — so your team gets stronger over time.

Our Production Support gives you assistance with key moments like upgrade windows.

With Solution Support, through our named CSE we offer ongoing guidance and regular review and planning sessions — see the table on the following page for a full list of touchpoints.

If you choose to run Palette self-hosted, we also offer you healthchecks for your Palette deployment to make sure everything is running smoothly.

Response times and coverage

Like most vendors, we operate a prioritized case model, with different SLAs and coverage to match the severity of the issue you report. Check the table below for details.

Issue severity	Initial response SLA	Update SLA	Coverage
P1 Critical	1 hour	Every 2 hours	24x7
P2 High	2 hours	Every 4 hours	24x7
P3 Medium	1 business day	N/A	8x5
P4 Low	1 business day	N/A	8x5

P1/P2 issues should be opened by telephone; portal and email are available for all severities.

You can reach the support portal at support.spectrocloud.io or email support@spectrocloud.com.

Of course, at any time you can also access our incredible documentation for self-service guidance at docs.spectrocloud.com.

What’s included: Production vs Solution Support

	Production Support	Solution Support
Access & hours	24x7x365 access via app, portal, email, or phone	
Case handling	Follow-the-sun case management (CONUS for Palette Vertex) Case escalation	
SLAs	Incident-priority SLAs	
Access	5 named customer contacts	10 named customer contacts
Full stack support	Support for Spectro Cloud Verified Packs	Support for Spectro Cloud Verified Packs Support for Community packs Collaborative triage with third-party vendors
Proactive support and customer success	Upgrade assistance Ongoing customer success engagement	Upgrade assistance Ongoing customer success engagement with named Customer Success Engineer (CSE) Twice-yearly health checks Monthly support ticket and feature request reviews Quarterly business reviews (QBRs) Quarterly roadmap participation Customer Advisory Board seat

Ready to tighten your Kubernetes reliability with a partner that supports the full stack?

Talk to your Spectro Cloud account team or partner to choose the right support path — and let’s keep your clusters healthy, resilient, and moving fast.

