LogicMonitor

LogicMonitor technical support

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.

Support Packages

LogicMonitor offers four support packages (Basic, Enhanced, Premier, and Concierge) to meet your organization's unique needs. The following table provides an overview of the features included with each package.

SUPPORT PACKAGE		BASIC	ENHANCED	PREMIER	CONCIERGE
Self-help resources		✓	✓	✓	✓
Support portal		✓	✓	✓	✓
Account familiarity		⊖	⊖	✓	✓
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)	24 hours	8 hours	8 hours	8 hours
	Low (L4)	48 hours	12 hours	12 hours	12 hours
Communication channel	Ticket	✓	✓	✓	✓
	Availability	24x7	24x7	24x7	24x7
	Chat	⊖	✓	✓	✓
	Availability	⊖	24x7	24x7	24x7
	Outbound screen share	⊖	✓	✓	✓
	Availability	⊖	24x7	24x7	24x7
	Inbound phone	⊖	⊖	✓	✓
	Availability	Not included	Not included	24x7	24x7
Support team		Standard	Standard	Premier	Premier
Health Check		⊖	✓	✓	✓
Health Check Remediation Assistance		⊖	⊖	✓	✓
Pro-Active Support		⊖	⊖	✓	✓
Administrative Tasks On-Demand		⊖	⊖	⊖	✓
50 PS Development hours annually		⊖	⊖	⊖	✓

Support feature descriptions

Account familiarity

Note: This feature applies only to users with Premier and Concierge support packages.

A Customer Success Manager and Premier Support Engineer will schedule an Account Familiarity session with you to capture details about your LogicMonitor account. Information gathered from this session, as well as ongoing support interactions, will be noted in our internal customer knowledge base that help our Premier Support team members develop an understanding of the nuances of your accounts, customizations, or any challenges may have been encountered in the past which can be used to help reduce the resolution time of future support requests.

The following information is captured in the initial session:

Identify named contacts

Identify your four named contacts, who will be authorized to make inbound phone calls to the Support teams. Named contacts must be LogicMonitor Certified Professionals with administrative access to the account.

Document account details

An important part of our Premier and 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 noted include any custom solutions that have been purchased through Professional Services, integrations in use, critical customizations to the account, collector deployment caveats, and other pertinent information Support should be made cognizant of.

Open case review

A review of any open or long-standing issues impacting Premier and Concierge customers will be conducted. Any existing open support cases opened with out Standard Support team will be transferred over to Premier Support Engineers for on-going ownership and resolution.

Review support channels and processes

A review of 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

Note: This feature applies only to users with Premier or Concierge support packages.

You have dedicated communication channels that route your requests directly to the Premier Support team **24x5**. To maintain 24x7 availability, Premier Support requests made outside of the hours of Premier Support team 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.

Health Check

Note: This feature applies only to users with Enhanced, Premier or Concierge support packages.

Health Checks are an assessment of your 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 your account that could lead to potential interruptions or missed notifications.

Health Checks typically cover the following focus areas:

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

Health check remediation assistance

Note: This feature applies only to users with Premier or Concierge support packages.

You have the option to get Remediation Assistance on recommendations identified during the Health Check assessment. 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. Concierge customers can address additional items through their Concierge agreement and opt to have Premier Support Engineers remediate items within their LogicMonitor account.

Pro-active support

Note: This feature applies only to users with Premier or Concierge support packages.

For our Premier and Concierge customers we offer the option to Opt-In to Pro-Active Support, in which your 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 your accounts. If any concerns are identified, a support ticket will be opened on your behalf 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

Note: This feature applies only to users with a Concierge support package.

You can request Support engineers assigned to your account to deliver Administrative Tasks On-Demand within their LogicMonitor environment. Administrative tasks and services include configuration, modification, and management of your LogicMonitor account. This can 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/creating resource groups

· Alert threshold 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

Note: This feature applies only to users with a Concierge support package.

You get 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 (LogicModules)

· Automation Scripts

· Custom alerting integrations

· Advanced dashboard creation

Warning: Custom solutions are subject to scoping and may incur additional fees for overages over the annual allotment of hours.

Communication channels

Chat

Chat is the primary communication channel for customers on a paid Support package and is accessed via the "Chat with an Engineer" option located under the Support menu within the LogicMonitor 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.

Support ticket

Support tickets can be created by customers on all Support packages from within their LogicMonitor 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 through 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 many details as possible about their request, including specific examples of target areas to investigate or attaching any relevant screenshots and log files.

Screen share (Outbound)

LogicMonitor Support utilizes screen shares to work with our customers on requests that are sometimes best handled outside of text format or need a more guided approach. Customers on a Paid Support package may request an outbound screen share with a LogicMonitor Technical Support Engineers (TSEs) once they have reached out to coordinate via one of our other communication channels (Chat or Support Ticket) and have provided a summary of the issue.

Phone call (inbound)

Inbound phone calls to Support are available only to customers on Premier or Concierge support packages. Premier Support customers will receive a phone number 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 customers informed of service disruptions. 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.

Issue severity levels

LogicMonitor is committed to provide outstanding, responsive Support and will make reasonable efforts to meet the target initial response time for the applicable severity or 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. As highlighted in the following table, issues are assigned one of four severity levels.

SEVERITY/ PRIORITY	DESCRIPTIONS	EXAMPLES FOR PRIORITY USAGE	CUSTOMER SUCCESS ENGAGEMENT AND ESCALATION
Urgent (L1)	Usage of LogicMonitor account is severely impaired.	• Account is unreachable. • Performance degradation to the degree that the ability to use the account is severely impaired. • Loss of monitoring across multiple LogicModules and Resource types. • All Collectors are down or unable to reach LogicMonitor. • No alerts are triggering or being delivered across the entire account.	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.	• Specific alert was not delivered to recipients, but other alerts are routing appropriately. • Loss of data collection across multiple devices on a single collector or a specific LogicModule used across a number of devices. • Collector has crashed, but has recovered. • Collector has crashed, hosts moved to a backup collector.	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.	• How to get a LogicModule to apply to Resources already added in a LogicMonitor account (not previously in use on Resources). • Help building custom graph widgets. • Creating filters on an EventSource. • Alert Rule not matching as expected.	Support staff will engage the Customer Success team as needed.
Low (L4)	Questions of curiosity or general knowledge.	• Can you monitor X? • What are best practices for installing a collector? • General questions about the product, such as how LogicModules work.	Support staff will engage the Customer Success team as needed.

Warning: Severity levels (and their associated response times and escalation procedures) do not apply to feature or UX requests, LogicModule creation requests, misconfiguration errors, bugs not impacting performance/functionality, product training, or Professional Services engagements.

Premier Support Team Availability (Premier, LM Concierge)

Note: This feature applies only to users with Premier or Concierge support packages.

You 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	EMEA holidays	APAC holidays
New Year's Day	New Year's Day	New Year's Day
Martin Luther King Jr. Day	Good Friday	Chinese New Year
President's Day	Easter Monday	Good Friday
Memorial Day	May Bank Holiday	Labour Day
Juneteenth	Spring Bank Holiday	Hari Raya Puasa
Independence Day	Platinum Jubilee Bank Holiday	Vesak Day
Labor Day	Summer Bank Holiday	Juneteenth
Veteran's Day	Christmas Day	Hari Raya Haji
Thanksgiving Day	Boxing Day	National Day
Day After Thanksgiving		Deepavali
Christmas Day		Christmas Day
Christmas Eve		

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 or Concierge 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 third-party vendor add-ons or products.

- Collectors that are installed on operating systems that are end of life. LogicMonitor follows the Microsoft Lifecycle Policy ("Extended Support End Date") and the Red Hat Enterprise Linux Life Cycle ("End of Maintenance Support 2 (Product retirement date) when determining which Windows and Linux server operating systems are supported for Collector installation. For more information, see Installing Collectors.

- 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 installations, configurations, or adjustment to resources outside of the LogicMonitor platform.

- On-site support at the customers location.

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.

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