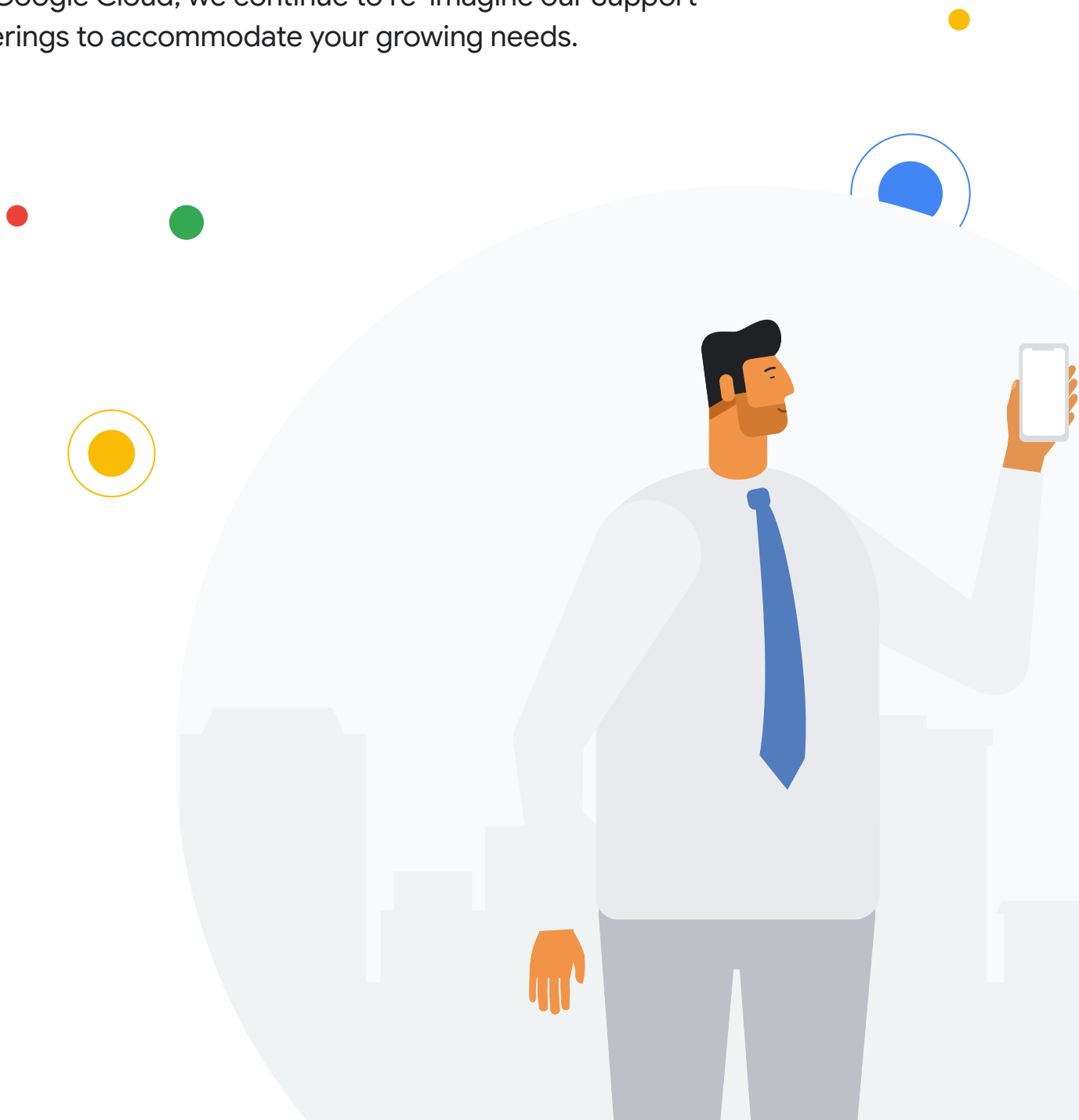Google Cloud

# Welcome to Customer Care

As customers like you continue to scale your operations on Google Cloud, we continue to re-imagine our Support offerings to accommodate your growing needs.

In order to continue to evolve our services and solutions, we released three generations of Support, improving with every new generation:

**Metallic:**
Silver, Gold and Platinum

**Role-based and Enterprise:**
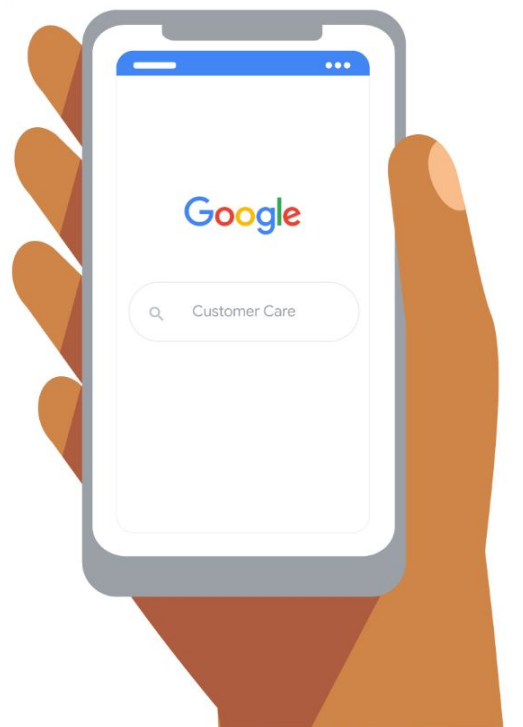Role-Based Development, Role-Based Production and Enterprise

**Customer Care:**
Standard, Enhanced and Premium

The Customer Care portfolio aligns Google Cloud and Google Workspace offerings and delivers simplified pricing, proactive services and unlimited contacts. It is designed to empower your teams, simplify the support experience, and provide flexible options based on the needs of your organization.

**The Customer Care portfolio replaces our legacy Support offerings:** Silver, Gold, Platinum, Role-Based, and Enterprise Support. Therefore, the legacy offerings are no longer available for sale and will be shutdown.
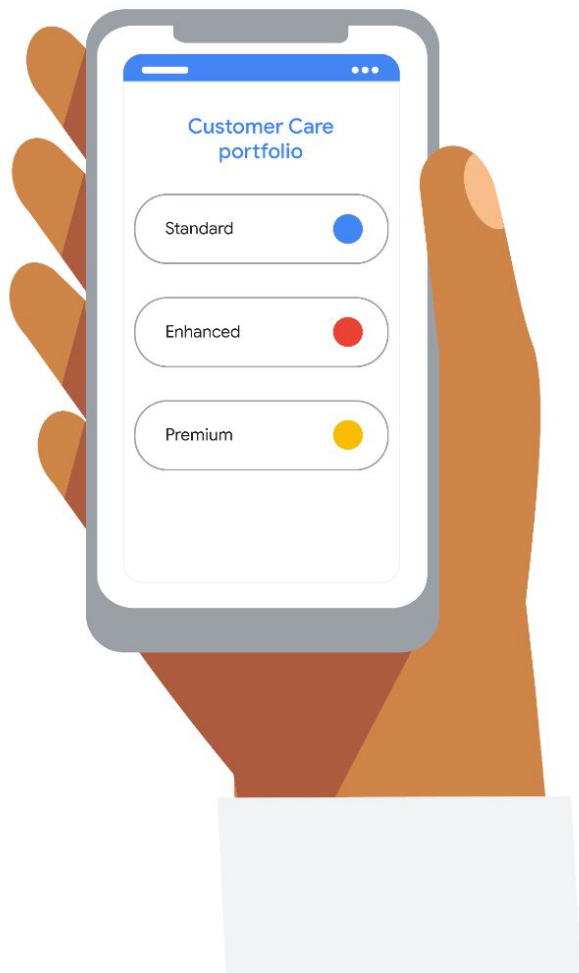
Our Customer Care team will continue to support customers subscribed to the legacy Support offerings until their shutdown dates. Meanwhile, we encourage you to transition to the new Support offerings and make the most out of your technology.

Google Cloud

# The Customer Care portfolio

The Customer Care portfolio provides tailored Support offerings designed to address all of your needs, from simple technical assistance to platform stability and increased operational efficiencies.

**There are three core offerings:**



Customer Care portfolio

Standard

Enhanced

Premium
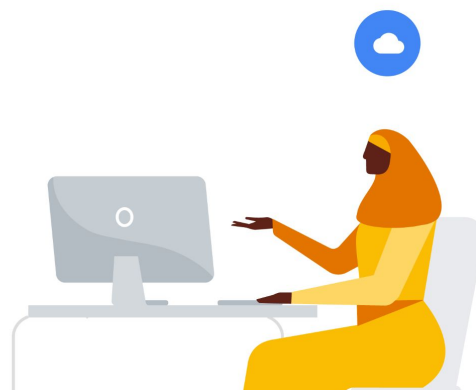
**1** Standard Support

**2** Enhanced Support

**3** Premium Support

These offerings deliver a variety of response times and services like the Active Assist Recommendations API and Third-Party Technology Support. You can also purchase Value Add Services to benefit from more proactive engagement, faster response times and expanded Support capabilities.
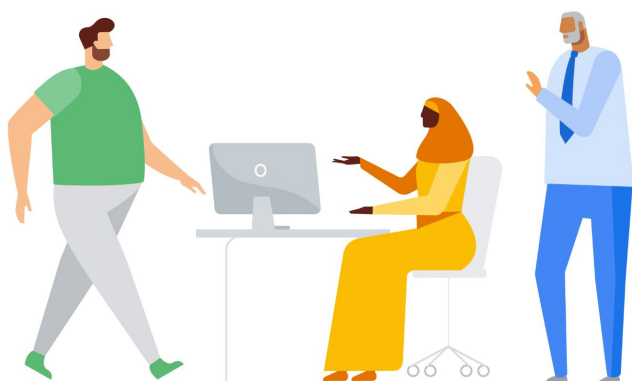
Google Cloud

## Standard Support

**Standard Support** provides technical assistance and advice to help you get up and running on Google Cloud quickly and easily. At the click of a button, anyone in your organization can raise a case for help with troubleshooting, technical support or analytics to ensure your workloads under development are running smoothly.
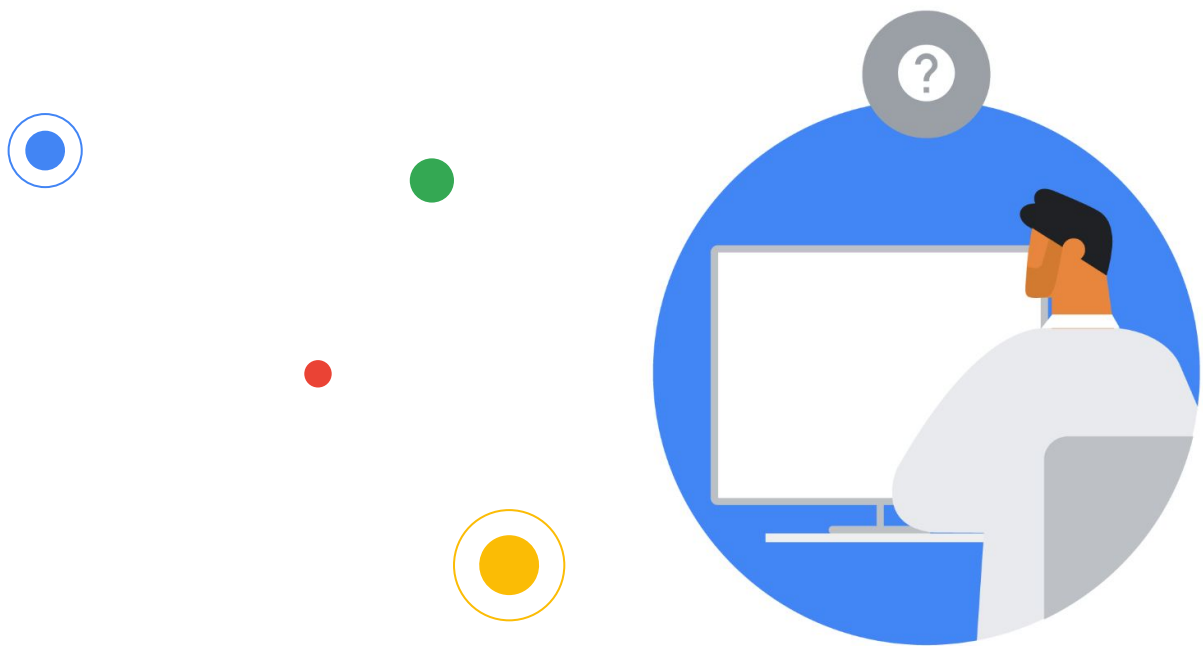
## Enhanced Support

**Enhanced Support** offers you fast response times and additional services to run the cloud, boosting productivity and efficiency. It includes a one-hour First Meaningful Response time for P1 cases, cases over phone or email, coverage with 24/7 support availability for P1 and P2 cases as well as support in Japanese, Korean, Mandarin Chinese, French and English. In addition, business-critical cases that require urgent attention can be raised to an Escalation Manager to ensure a quick resolution and minimize impact.

## Premium Support

**Premium Support** supplies even faster response times, 15-minute First Meaningful Response for P1 cases, and a named Technical Account Manager (TAM), providing more proactive engagement and increased operational efficiencies. You also benefit from exclusive features such as the Event Management Service, Customer Aware Support, New Product Previews and more.
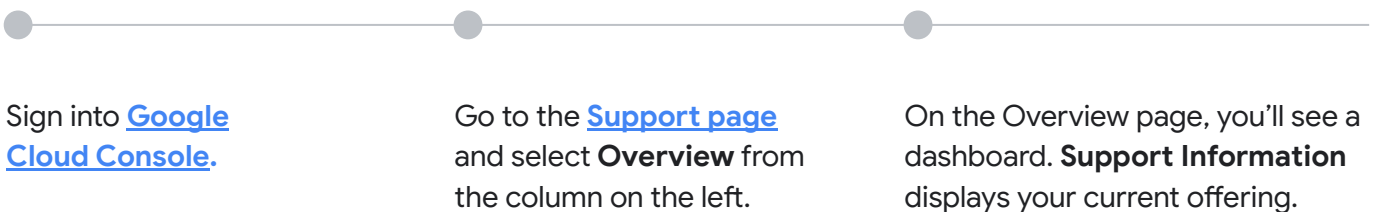
**Learn more about the Customer Care portfolio offerings.**
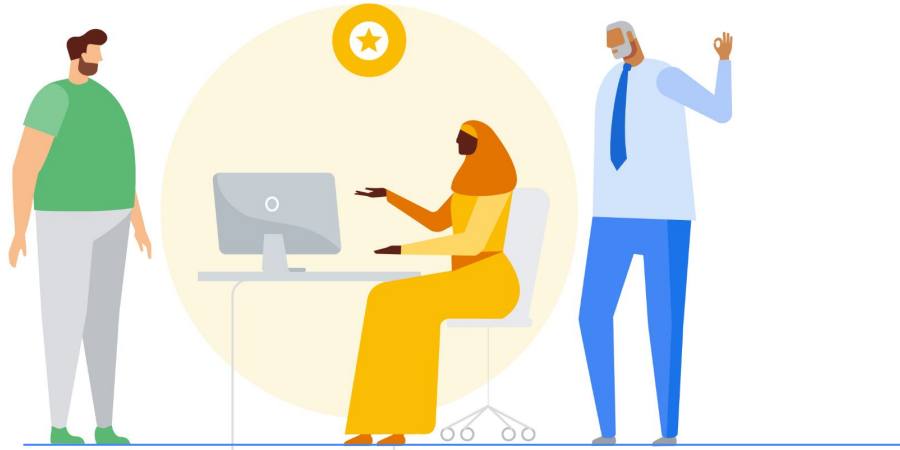
Google Cloud

## Your current status

If you are unsure which level of support you currently have or if you have a Support offering with Google Cloud, **check here**.

## Alternatively:

Sign into **Google Cloud Console.**

Go to the **Support page** and select **Overview** from the column on the left.

On the Overview page, you'll see a dashboard. **Support Information** displays your current offering.

If you are a new customer, your support status will appear as 'Basic.'
This is the support service included for anyone using Google Cloud.

If you are an existing customer with a paid subscription, your support status will appear as: Bronze, Silver, Gold, Platinum, Role-Based or Enterprise Support.

Google Cloud

**The table below shows a breakdown of the three generations of offerings and the workloads they support.**

| Recommended for/ Support generation | Workloads under development | Workloads under production | Business-critical workloads |
|---|---|---|---|
| 1st generation of Support: Metallic | Silver | Gold | Platinum |
| 2nd generation of Support: Role-Based and Enterprise | Role-Based Development | Role-Based Production | Enterprise |
| 3rd generation of Support: **Customer Care** | **Standard** | **Enhanced** | **Premium** |

**Once you have checked your current status, you can make an informed decision about which Customer Care offering is right for your business.**

# Choose your support journey

**Empower your teams to succeed by signing up for Google Cloud Customer Care today. Discover the path that best suits your organization's needs below:**



“

I'm a new Google Cloud Support customer and want to sign up for Standard Support.”

If this sounds like you, follow the steps in **Purchasing and setting up Standard Support** to set up your offering.

**Standard Support** is a paid Support offering recommended for small to medium organizations with workloads under development. This offering will help you to troubleshoot, test and explore the Cloud.

“

I'm a new Google Cloud Support customer and want to sign up for Enhanced Support.”

If this sounds like you, follow the steps in **Purchasing and setting up Enhanced Support** to set up your offering.

**Enhanced Support** is a paid support offering designed for medium to large companies that are looking for faster response times and additional services to run their Cloud workloads in production.

**66**

## I'm an existing customer on Silver or Gold Support and want to transition to either Standard or Enhanced Support."

If this sounds like you, find out more about **Standard** and **Enhanced** Support.

Follow the steps in **Transitioning from Silver or Gold Support** to set up your offering.

**66**

## I'm an existing customer on Role-Based Support and want to transition to either Standard or Enhanced Support."

If this sounds like you, find out more about **Standard** and **Enhanced** Support.

Follow the steps in **Transitioning from Role-Based Support** to set up your offering.

**66**

## I'm an existing customer on Platinum or Enterprise Support and want to transition to Premium Support."

If this sounds like you, please contact your TAM or account team or **contact sales** to begin your transition.

Once you have signed up to your chosen Support offering, you can set up your support features and find out more about the Value Add Services available for purchase.

We look forward to welcoming you to Google Cloud Customer Care.

Google Cloud

# Useful resources:

[Customer Care portfolio overview](#)

[Standard Support Overview](#)

[Enhanced Support Overview](#)

[Premium Support Overview](#)

[Purchase and set up Standard Support](#)

[Purchase and set up Enhanced Support](#)

[Transition from Role-Based Development or Role-Based Production Support to Standard or Enhanced Support](#)

[Transition from Silver or Gold Support to Standard or Enhanced Support](#)

[Downgrade your Support offering](#)

[Support offering shutdown](#)

Google Cloud