

Apollo Premier Technical Support

Expert-driven success for your tech needs

Business Challenge

You have a GraphQL API, or have started creating one, and your front-end engineers are stuck with an issue and may or may not already have advanced knowledge of GraphQL. How do authentication, caching, pagination, etc. work with Apollo Client?

Navigating the paradigm shift from traditional REST APIs to GraphQL can be challenging and take time to master. With the help of an Apollo Premier Support, your team(s) will have less friction getting to their first GraphQL query, and be enabled with enhanced initial response times and faster resolution to the issues reported.

Enhanced Support

Premier Support harnesses the power of Apollo's experts to help you achieve your most challenging business goals by leveraging Apollo's 24x7x365 Support team for fastest response time, high-touch issue resolution, weekly touch points, escalation management and offhours configuration support. It also offers a dedicated Premier support queue that understands your business needs and delivers a truly personalized experience.

Support Mission Statement

Partner with Customers to reduce product consumption gap.

Resolve issues quickly with deepest technical abilities.

Prevent issues from occurring by being proactive and helping provide solutions.

Key Capabilities	Customer Benefits
<p>Dedicated Premier queue/Fastest response times: 30-minute IRT SLA for Severity 1 tickets. Escalated SLAs for High-Alert season</p> <p>Off-hours configuration support: Engage our Premier Support organization for scheduled off hours upgrades.</p> <p>Enhanced Escalations: Support Engineer/Duty Manager updates on escalations</p> <p>Weekly/Quarterly reviews: Consistent weekly case reports,with next steps and action items. Quarterly account reviews with Support Executive.</p> <p>Slack Support Channel: 5 Named Users w/Assist Bot</p> <p>War room participation: For high Severity issues</p>	<ul style="list-style-type: none"> ● Reduced problem recurrence through long-term solutioning. ● Get querying data from GraphQL quickly. ● Bridge skill gaps for front-end teams not familiar with GraphQL. ● Minimize risk while meeting aggressive timelines. ● Tailored support options to meet the specific needs of your business. ● Regular updates and proactive communication to keep you informed at every stage.