



**Try Google Apps Enterprise Support Risk-free for 30 Days**  
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## GOOGLE APPS EXPERTS AVAILABLE ON DEMAND

So you've ditched your expensive on-premise mail infrastructure and deployed Google Apps for your organization, embracing cloud computing as an operations model for your IT department. The question isn't whether or not you *need* support — it's whether you want to build your own skills or rely on a team of experts to deliver support as a service.

With Cloud Sherpas' Enterprise Support for Google Apps, customers get a support solution they can rely on that can change with their company. As a leading Google Enterprise deployment partner, we have developed unique expertise in managing large-scale enterprise deployments of Google Apps. And with direct access to Google's support organization and escalation processes, you can confidently rely on Cloud Sherpas to support your deployment, saving you more time and money.

### Enterprise Support for Google Apps

- Combines administration help and troubleshooting in to a single support program
- Offers direct access to an experienced and certified support team
- Reduces support staff spending and mitigates risk
- Provides recommendations for rollout of new Google Apps services and features

FEATURE	ENTERPRISE SUPPORT
Hours of operation	Monday-Friday, 7 a.m. to 6 p.m. (EST/EDT)
Length of Service	1, 2 or 3 years
Method of Access	Web only
Response Method	Phone and email
Max # Authorized Admins	2

#### Target response times

Critical (Severity 1)	6 hours
Major (Severity 2)	12 hours
Minor (Severity 3)	Next business day

Google Apps Enterprise Support does not include support for Google APIs.

