



Acquia Cloud Enterprise Elite Subscription

The Ultimate Collection of Software, Support, and Services to Ensure Your Success with Drupal

Whether your organization is just starting out with Drupal or you have hundreds of Drupal sites already, having a partner to help you succeed throughout your digital lifecycle is critical. The Acquia Cloud Enterprise (ACE) Elite Subscription provides total application assurance, combining the best in support and services to ensure your team's success with your current and future Acquia solutions. Through building, deploying, and maintaining your digital presence, we are your partner every step of the way.

Like all ACE Subscriptions, the Elite Subscription includes our fully managed continuous delivery cloud platform and powerful site building and monitoring tools—complete with 24x7 monitoring and a 99.95 percent uptime service-level agreement (SLA). A true “white glove” offering, the Elite Subscription also offers unlimited Drupal support, priority response from Acquia Global Support, access to a Technical Account Manager (TAM), Annual Application Assurances, and membership in the Large Scale Drupal association.

At A Glance

- Unlimited Drupal support and priority response
- Technical Account Manager
- Annual Application Assurances
- Large Scale Drupal membership

Unlimited Drupal Support and Priority Response

Acquia Global Support features access to the industry's highest level of technical Drupal expertise. As an Elite Subscription customer, you receive unlimited support tickets for your Drupal applications; we assess, diagnose, and resolve your application issues. Furthermore, you receive the highest level of support—30-minute response to critical issues.

Issue Response-time Savings Between ACE Premium and Elite Subscriptions				
	ACE Premium Subscription	ACE Elite Subscription	Average Support Tickets Per Year	Hourly Savings with Elite
Critical	1 hour	30 minutes	5	2.5
High	2 hours	1 hour	8	8
Medium	4 hours	2 hours	18	36
Low	1 business day	1 business day	3	–
				46.5

Let's talk



Technical Account Manager

The Elite Subscription offers access to a TAM, a technical and business-focused expert on your Acquia solutions. In every stage of your digital lifecycle, your TAM guides you in your use of Drupal and Acquia products to make your projects successful. Your TAM engages with you to eliminate risks, solve problems, and be more efficient. Your TAM provides:

- Best practice advice to get the most out of Drupal and Acquia Products
- Coaching on development lifecycle, agile development, and development workflow
- Assistance with performance issues and tuning, replatforming and migration, content delivery network (CDN) integration, third-party systems integration, site launches, site code review, custom module review, and resolution of Acquia Cloud issues
- Guidance and consulting on module selection, development team composition, partner engagement, strategy and roadmap, security concerns, launch planning and preparation, and architecture
- Ad hoc training
- Access to Acquia performance, security, and infrastructure experts

TAM service is available in two options: Elite Named and Elite Team.

ELITE NAMED TAM

The Elite Named TAM option offers a named resource fully embedded in your business. Your named TAM understands your environment end to end and partners with you throughout the digital lifecycle of your Drupal applications, providing expertise and direction. Your named TAM is a strategic member of your team, ensuring you mitigate risk as you develop and deploy. Your named TAM will attend regular team meetings, make quarterly or monthly onsite visits, and produce monthly reports on site health and usage. Elite Named is available in options from 20 to 120 hours/month.

ELITE TEAM TAM

The Elite Team TAM option offers access to a team of three or four TAMs for up to 10 hours each month. With multiple resources at your fingertips, you get fast response to inquiries. Leveraging their broad experience and expertise, they can quickly provide answers to your questions and guidance on your issues. While services are delivered remotely, they are available for both scheduled meetings and ad hoc requests. The TAM team is distributed across US time zones for complete geographic coverage.

Annual Application Assurances

Elite Subscription customers receive annual application assurances, or deep performance and security assessments. The performance assessment involves establishing performance expectations; measuring baseline performance; reviewing Drupal configuration and codebase; running and analyzing automated checks of configuration and code; and providing recommendations on suggested site changes to improve performance. The security assessment involves establishing security expectations; reviewing Drupal configuration and codebase for security issues and best practices; testing for security gaps that could allow attackers to intrude, modify the site, plant malicious code, and more. Both performance and security application assurances include a detailed written report with findings and recommendations. Assurances are delivered by TAMs.

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acquia.com | 888.922.7842 | 1.781.238.8600

Large Scale Drupal Membership

Large Scale Drupal (LSD) is a strategic alliance of organizations that leverage Drupal as an important part of their digital strategy. LSD represents the “voice of enterprise” in the Drupal community—representing their needs and interests to ensure their success with Drupal. Members collaborate with the aim of improving Drupal by addressing challenges and driving long-term improvements. The program fosters networking and knowledge sharing by providing opportunities to meet with peers and Drupal leadership. LSD memberships are available as Associate or Full memberships.

LSD Associate and Full Membership Benefits		
	Associate	Full
Member Representatives <ul style="list-style-type: none"> Technology, product, and marketing leadership. Must be Director or above (ideally VP or C-level), and are decision makers with budgeting authority. 	Elects two member representatives from within their organization	Elects two member representatives from within their organization
Quarterly Member Conferences <ul style="list-style-type: none"> Members and guests present business cases, innovations, and learnings; industry experts and Drupal leadership speak on member-suggested topics. Co-located with Drupal Cons and large Drupal Camps to maximize community engagement and minimize travel/costs. 	Access to two conferences	Access to four conferences
Private Industry-specific Roundtables <ul style="list-style-type: none"> Confidential, vertical-specific sessions facilitated by a moderator. 	Access to one roundtable for one member representative	Access to all roundtables for one member representative
Monthly Webinar Series <ul style="list-style-type: none"> Q&A with and talks by industry and Drupal leadership. Member-selected topics including latest tools, best practices, and trends. 	Access to five individuals at member organizations (max two connections)	Access for everyone at member organizations (max four connections)
Drupal Roadmap Planning <ul style="list-style-type: none"> Identification and prioritization of common needs and pain points, strategic areas of investment, key subsystems, competitive gaps, feature requests, bug fixes, and so on. Facilitated through check-in calls, event attendance and break-out sessions, Drupal research studies, and so on. 	Participation by all member representatives	Participation by all member representatives
Hackathons and Code Sprints <ul style="list-style-type: none"> Senior developers work alongside industry experts and Drupal leadership to improve Drupal and related open source tools based on LSD roadmaps. Co-located with Drupal Cons and large Drupal Camps to maximize community engagement and minimize travel/costs. 	Access for one senior developer	Access for two senior developers
Open Source and Collaborative Projects <ul style="list-style-type: none"> Opportunity to fund and work on projects with other members, including adding new features and functionality to Drupal, fixing bugs, and so on. 	Additional financial contribution required	Additional financial contribution required for specific projects
Drupal Research Studies <ul style="list-style-type: none"> Opportunity to participate in user research studies and provide detailed feedback to help improve Drupal. 	Not available	First right of refusal based on limited availability

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