



# Acquia Insight Subscription

## Total Application Assurance

Take full advantage of Drupal—the most innovative and flexible open source content management system—with help from Acquia. From designing, developing, and testing to launching, maintaining, and scaling Drupal sites, we are your partner every step of the way. Deploy Drupal sites faster, easier, and more reliably with an Acquia Insight Subscription.

An Acquia Insight Subscription provides you with a comprehensive suite of support, tools, and software that enhance your Drupal site at every stage of the digital lifecycle. An Acquia Insight Subscription offers total application assurance to ensure success for your digital properties. Each Acquia Insight Subscription bundles tools, Global Support, and Acquia Content Services—Acquia Search and Acquia Mollom.



## Acquia Global Support

Acquia Global Support features access to a large, professional, global network of Drupal experts—the industry's highest level of technical Drupal expertise. Acquia's world-class support organization includes over 50 professionals with over 250 years of combined experience. Available 24 hours a day and seven days a week for emergency response, Acquia Support is industry-leading in its support commitments. The team has coverage in all time zones with fluency in five languages. Acquia's overall level of in-house Drupal expertise is unparalleled with over 150 Drupalists, including core owners, security team members, and module contributors.

Whether your site is down or you're looking for advice from an expert Drupalist, we've got you covered. Every Acquia Insight Subscription includes Drupal support tickets for questions regarding Drupal core, contributed modules and themes, custom modules and themes, and third-party integration modules (for example, LDAP). Get assessment, diagnosis, and recommended resolution of application faults and performance issues. For critical site issues, we offer 24x7 support with a one-hour SLA response.

## Acquia Global Support By The Numbers

- 24x7 emergency support
- 4 continents
- 50+ professionals
- 150+ Drupalists
- 250+ years of combined Drupal experience
- 50,000+ customer requests completed each year
- 94%+ customer satisfaction rating

Let's talk



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With an Acquia Insight Subscription, you get knowledge when you want it. The self-service Acquia Help Center offers full online access to thousands of Drupal knowledge resources, including tips and tricks, how-tos, and best practices. Get instant access to an unrivaled library of practical articles, videos, podcasts, webinars, and forums, along with free access to Drupalize.me and Build-a-Module Drupal trainings.

## Acquia Tools

Take the mystery out of Drupal site tuning and management: Every Acquia Insight Subscription comes with a suite of tools that make managing your Drupal sites easier than ever before. With Acquia Insight, Drupal site developers, administrators, and site owners can quickly identify problems, eliminate costly mistakes, simplify processes, and improve overall site performance.

Acquia's monitoring tools analyze and measure the quality of your site based on security and performance parameters. Dozens of tests ensure your site's conformance with best practices for security, performance, and general Drupal and web application development. Monitoring over 50 settings, these tools provide real-time analysis and proactive alerts for issues with your Drupal code and configuration. Identify code issues and modifications fast, easily download patch files, and view needed updates at-a-glance. You'll receive a site score to help you improve the quality of your site. You'll get clear, actionable recommendations to help solve problems and expand your Drupal knowledge.

Acquia provides several additional tools that help you quickly troubleshoot problems with your application. The uptime monitoring service monitors your site's uptime and responsiveness. It checks your site every minute to see if it's online and serving pages. For a developer looking to quickly and easily get visibility into a problem, log streaming is a solution that allows for easy access to information without having to download a full day's log file. It provides real-time access to server logs from within the UI—making troubleshooting more efficient.

## Acquia Content Services

Extend your site functionality with Acquia Content Services—Acquia Search and Acquia Mollom—fully managed software-as-a-service (SaaS) offerings included with every Acquia Insight Subscription.

 Built on the enterprise-grade Apache Solr search engine, Acquia Search is a fully redundant service that ensures search is a high-performance feature of your Drupal site. Integrating seamlessly with Drupal applications, Search gives you a rich search engine that produces faceted results and content recommendations. With its “plug-and-play” setup, you can have Acquia Search up and running on your site in minutes, creating relevant online experiences for your visitors. The number of search documents indexed and search queries allotted per year vary with each Acquia Insight Subscription tier.

 Acquia Mollom is a content quality assurance solution that defends your online reputation by protecting against unwanted spam. With 99.98 percent accuracy, Acquia Mollom helps site owners embrace social content while providing confidence that content is appropriate. Its cutting-edge spam-blocking functionality streamlines moderation team workflow, offering organizations the content quality assurance they need. Every Acquia Insight Subscription comes with Developer access to Acquia Mollom.

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## Acquia Insight Subscription Options

Acquia Insight Subscriptions are available in Starter, Basic, Business, Premium, and Elite packages.

	<b>Starter</b>	<b>Basic</b>	<b>Business</b>	<b>Premium</b>	<b>Elite</b>
Drupal support tickets	4	12	36	60	Unlimited
Advisory hours	1	4	8	12	Unlimited
Drupalize.me seats	1	1	5	5	10
Build-a-Module seats	1	1	5	5	10
Search queries/year	150K	500K	1M	10M	50M
Search docs indexed/ year	25K	75K	150K	250K	500K
Mollom	Developer	Developer	Developer	Developer	Developer

