Sencha Ext JS

The most comprehensive JavaScript framework for building enterprise web and mobile applications.

Sencha

At Sencha, we believe in outstanding technical training and support to quickly resolve your most pressing issues. Whether it's help with your application, access to builds with critical bug fixes, or direct contact with our team of technical experts to answer your questions, we are committed to your success. When you become a Sencha customer, you are automatically rolled into the Standard Support Package which provides basic support. You have the option to upgrade to Platinum Support Package which provides several additional benefits and the highest quality support to guide you all along.

STANDARD SUPPORT PACKAGE

24x7 access to community-supported Sencha forum

Access to extensive product documentation
Includes product documentation, usage, code examples, source code (read-only)

Free upgrade to next major product release
Includes rights to all major/minor releases for one year and free upgrade to the next major release within 12 months

Pre-release exclusive product access
Early access and extended trial periods for new product launches

Access to development builds
Preview new features, test bug fixes through direct access to nightly development builds

Technical support
Quota of 40 x-credits (with the option to purchase more) per developer seat to utilize for support through Sencha's team of technical experts. Support can be via Sencha support portal, telephone or remote assistance (30 minutes consultation equals 25 x-credits)

Limited bug fix escalation and eligibility to receive emergency hotfix builds
Defects to be reported through support portal. 10 x-credits required to submit support requests (credited back if defect is a valid issue)

PLATINUM SUPPORT PACKAGE

All the offerings from the Standard Support Package **PLUS**

+ Priority support handling
All requests reported through Sencha support portal are given top priority. Quota of 2x credits (80 x-credits) over standard support

+ Priority bug fixes
Bug fixes are immediately routed for priority assignment to provide hotfix or address in the next release

+ Priority roadmap input
Strategic sessions with product management to incorporate feature requests into product roadmap

+ Free online/on-site training courses to strengthen technical skills
Access to 2 free online/private onsite training courses (a $5,000 value) to equip your team with the skills required to build robust, stunning applications

Support Service	Standard	Platinum
24x7 access to community-supported Sencha forum	●	●
Access to extensive product documentation (code samples, tutorials, read-only source code)	●	●
Free upgrade to next major product release	●	●
Issue reporting via Sencha support portal	●	●
Pre-release exclusive access and extended trial periods	●	●
Access to development builds	●	●
Priority handling of reported issues		●
2x credits for technical support (telephone, remote services)		●
Priority bug review, out-of-cycle emergency hot-fixes		●
Priority roadmap input to incorporate feature requests into product		●
Free online/on-site training courses ($5K value)		●

For more information on these packages, read the support FAQs or Contact Sales

CONTACT SALES

Sencha