

# The HDF Group

## The HDF Group Support Services

Our team can help you make sound choices, mitigate risks, quickly resolve technical issues, and connect you with community members that are doing related work. We can provide effective support and expertise, particularly at critical junctures during your project that can save resources over the long run.

In addition to free community support with access to our online knowledge base and resources that can help find answers to your questions and resolutions to your technical issues, The HDF Group provides paid support packages that allow you to select the level that's right for you. Key features at each level include:

- Priority and rapid-response advanced support including expedited assistance in getting started with and using HDF and other questions and technical issues for Basic, Pro, and Premier
- A dedicated account manager to expedite communications and issue resolution for Pro and Premier subscribers
- Support and guidance for up to 3 binary builds for Premier subscribers

Contact your sales representative to pick the support package that's right for your organization.

Support Packages	Community	Basic	Pro	Premier
Online Knowledgebase + Community Forum	★	★	★	★
Training Videos		★	★	★
Email Support: initial response SLA	No SLA	< 2 days	< 1 day	< 4 hours
Phone Support: initial response SLA			< 1 day	< 4 hours
Rapid Issue Response: best efforts for identifying a fix or workaround for your confirmed bugs within 5 days				★
Binary build support				★
C, C++, Fortran, Java	★	★	★	★
.NET: C#, Visual Basic			★	★
Python: h5py, PyTables, pandas				★
R: rhdf5				★
Dedicated Account Manager			★	★
Participate in discussions on roadmap, architecture, and standards through Technology Working Groups			★	★
Steer the future of HDF with a seat on Roadmap Committee				★

### Contact Us

217.531.6100

### Email

sales@hdfgroup.org

### Website

www.hdfgroup.org