



**Zephyr is the testing solution** designed to keep pace with continuous software delivery, and teams focused on unparalleled performance and quality. From Agile to Automation, DevOps to Analytics, Zephyr has you covered with two solutions to deploy Zephyr software and support—Teams and Enterprise.



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# ZEPHYR PLAN COMPARISON

## ZEPHYR TEAMS

Ideal for teams of 10-20 that manage multi-Jira projects/instances and need visual dashboards, the ability to create custom fields, one-click automation and a plan for developing a DevOps approach.

### FEATURES

**STAND ALONE:** Reduce the workload on your Jira system and empower your teams with a stand-alone application.

**FIXED PRICE, 10 OR 20 USERS:** Simple and clear pricing.

**MULTI-PROJECT:** Manage your quality initiatives at scale with real-time dashboards, flexible reporting tools, versioning, and test management that scales cross-project.

**MULTI-JIRA:** Gain real-time quality insights, project status, and defect tracking across multiple Jira systems.

**FLEXIBILITY:** Meet agile demands with test case custom fields, visual planning, and project permissions all within the same Zephyr instance.

**VORTEX:** Increase your team's test automation adoption with 1-click integration for popular automation frameworks like Selenium or Cucumber.

**DEVOPS DASHBOARDS:** Empower everyone involved with the software lifecycle with information, visibility and continuous feedback to identify bottlenecks and innovate faster as a team

**ADVANCED ANALYTICS:** Zephyr brings the power of predictive intelligence to software testing, empowering teams to make the move from reactive to more pro-active decision-making.

## ZEPHYR ENTERPRISE

Designed for enterprise-level teams interested in predictive analytics, one-click automation, clustered horizontal scaling up to thousands of users and 24/7 support package options.

### FEATURES

#### ALL FEATURES INCLUDED IN ZEPHYR TEAMS:

- ✓ Stand Alone
- ✓ Fixed Pricing
- ✓ Flexibility
- ✓ Multi-Jira
- ✓ Flexibility
- ✓ DevOps Dashboard
- ✓ Vortex
- ✓ Advanced Analytics

#### YOU ALSO GET:

**SCALE; 10K CONCURRENT:** Zephyr can handle the workload of even the most demanding enterprises, with proven scalability to support over 10,000 concurrent users, an ability to stay highly responsive while capturing millions of test cases and test executions, and direct support for serious test automation workflows.

**LICENSING PRICING OPTIONS:** We offer flexible licensing and pricing options whether your buying for 1 or 100 teams.

**24/7 SUPPORT AVAILABLE:** Deep levels of support to address your requirements including phone, email, and "named" contact.

NOT SURE WHICH YOU NEED? REACH OUT ANY TIME. WE ARE HERE TO HELP. EMAIL [INFO@GETZEPHYR.COM](mailto:INFO@GETZEPHYR.COM)

# Z<sup>PHYR</sup> SUPPORT PACKAGES

FEATURES	TEAMS PACKAGE	ENTERPRISE PACKAGE	ENTERPRISE PLATINUM
<b>First Technical Response Time by Issue Priority</b>	Urgent: 12 hrs High: 12 hrs Normal: 24 hrs Low: 48 hrs	Urgent: 6 hrs High: 8hrs Normal: 12hrs Low: 24 hrs	Urgent: 2 hrs High: 4 hrs Normal: 8 hrs Low: 12 hrs
<b>Phone Support</b>	No Phone Support	Sun - Fri 9PM to 9 PM (24X5)	(24X7)
<b>Call back (phone VM)</b>		6 hrs	2 hrs
<b>Web Support</b>	Sun - Fri 9PM to 9PM (24X5) <sup>1</sup>	Sun - Fri 9PM to 9PM (24X5)	(24X7)
<b>Online support portal access including self-service knowledge base and Community forum</b>	Yes	Yes	Yes
<b>Product Upgrades</b>	Yes	Yes	Yes
<b>Priority 1 patches</b>	No	Yes	Yes
<b>Proactive remote consultation by (CSE)</b>	No	No	4-hours / Qtr <sup>3</sup>
<b>Named Advance Support Consultant (NASC)<sup>2</sup></b>	No	No	Yes
<b>Authorized Named Account Contacts<sup>2</sup></b>	0	0	3
<b>Check-in calls with NASC<sup>4</sup></b>	No	No	Monthly
<b>Access to pre-release webinars and products</b>	No	Yes	Yes
<b>Annual System Check-Up and Optimization Review</b>	No	No	Remote <sup>3</sup>

All times reflect Eastern Standard Time (EST)

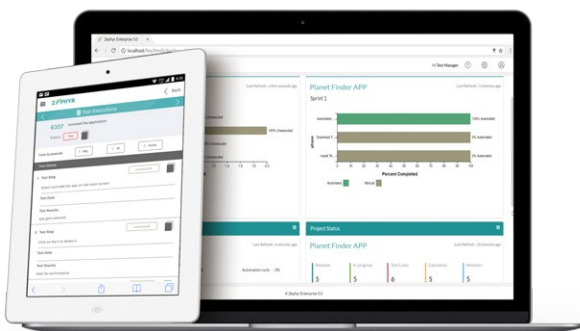
<sup>1</sup>Excludes US Holidays

<sup>2</sup>NASC available M-F 9 to 5PM local time based on US based customer's location. Support cases opened other times will be assigned to Support queue and routed to NASC following day

<sup>3</sup>Proactive remote consultation by Client Services Engineer / Account Manager

<sup>4</sup>Review of all support interactions from previous month. Provide technical consultation on future plans – upgrades, expansions, feature requests etc

<sup>5</sup>Contact Account Manager for 24X7



# TECHNICAL RESPONSE EXPLAINED

## LOW PRIORITY 4

### DESCRIPTION

**A request for new feature or enhancement** to existing feature, documentation, general questions, etc.

### OUR COMMITMENT

The resolution will be delivered as a (but not limited to)

1. Answer to question
2. Fix or workaround incorporated into knowledge base
3. Request incorporated into a future release

## NORMAL PRIORITY 3

### DESCRIPTION

**An issue or reported defect that causes moderate impact on the use of product** due to one or more non-critical features being non-functional or system performance being intermittently poor. A work-around may or may not be available.

### OUR COMMITMENT

The resolution will be delivered as a (but not limited to)

1. Answer to question
2. Satisfactory workaround
3. Fix or workaround incorporated into knowledge base
4. Fix incorporated into a future release

## HIGH PRIORITY 2

### DESCRIPTION

**An issue or reported defect that has some business impact on a production system,** resulting in some critical features (Creating, editing, scheduling and executing testcases) being non-functional. The Solution is generally usable, but does not provide a function in the most convenient or expeditious manner. A workaround is available.

### OUR COMMITMENT

Zephyr will use reasonable efforts to resolve Priority 2 issues. The resolution will be delivered as a (but not limited to)

1. Satisfactory workaround
2. Fix incorporated into next release
3. Fix or workaround incorporated into knowledge base

## URGENT PRIORITY 1

### DESCRIPTION

**An issue that has significant to critical business impact on a production environment,** which cannot be reasonably circumvented, resulting in entire platform being down or inaccessible or functioning at a significantly reduced capacity when taken as a whole. No workaround is available.

### OUR COMMITMENT

Zephyr will use reasonable efforts to resolve Priority 1 issues as soon as possible. The resolution will be delivered as a (but not limited to)

1. Satisfactory workaround
2. Emergency software fix/product patch
3. Fix incorporated into next release
4. Fix or workaround incorporated into knowledge base

