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Support offerings

All Kyndryl Cloud Uplift subscriptions include standard support. We also offer three levels of paid premium support to best suit your business needs.

Developer: Minimum recommended support level for running production workloads in Kyndryl Cloud Uplift.

Enterprise: Recommended if you have production or business-critical workloads running. (2–3 networks per environment, 10–19 VMs per environment, 400,000–750,000 usage hours).

Platinum: Recommended for customers with a Kyndryl or third-party Managed Service Provider (MSP), or if you have mission-critical production workloads. (4+ networks per environment, 20+ VMs per environment, 750,000+ usage hours, 1+ manual networks per environment, 2+ WANs connected to single network).

	Platinum	Enterprise	Developer	Standard
Support hours	24×7×365	Sunday 4 p.m. PT - Friday 6 p.m. PT	Sunday 4 p.m. PT - Friday 6 p.m. PT	Sunday 4 p.m. PT - Friday 6 p.m. PT
Response times	Urgent (Severity 1) < 30 minutes High (Severity 2) < 1 hour Normal (Severity 3) < 4 hours Low (Severity 4) < 24 hours	Urgent (Severity 1) < 30 minutes (24×7×365) High (Severity 2) < 2 hours (24×7×365) During support hours: Normal (Severity 3) < 24 hours Low (Severity 4) < 24 hours	Urgent (Severity 1)< 30 minutes (24×7×365) During support hours: High (Severity 2) < 4 hours Normal (Severity 3) < 24 hours Low (Severity 4) < 24 hours	< 24 hours
Monthly pricing	Greater of $5,000 or 10% of monthly charges (up to $30,000)	Greater of $1,000 or 7% of monthly charges (up to $15,000)	Greater of $250 or 5% of monthly charges (up to $5,000)	Included with Kyndryl Cloud Uplift subscription
System health dashboard	✓	✓	✓	✓
Robust product help documentation	✓	✓	✓	✓
Email support	✓	✓	✓	✓
API support	✓	✓	✓	
Sharing portal end user support	✓	✓		
Technical account manager	✓			
Cloud solution architecture	✓			
Best practices and consulting	✓			
Instructor-led Kyndryl Cloud Uplift training	✓			
Weekly status calls	✓			
Quarterly business reviews	✓			
Optimization reporting	✓			

Platinum support: Technical Account Manager

Kyndryl Cloud Uplift understands that business-critical systems require more than just occasional support. That's why our platinum support offering includes a Technical Account Manager (TAM) and significantly better SLAs. Kyndryl Cloud Uplift TAMs are experts in multiple operating systems who collaborate with your technical teams to optimize and support your business applications. Leveraging industry best practices, they review your systems, provide regular performance assessments, and offer training on new features. Acting as your advocate, your TAM works to remove technical barriers, coordinates with Kyndryl teams, develops a technical roadmap, and ensures your solutions deliver maximum value and operational efficiency.

Technical Account Manager responsibilities

- Act as a trusted advisor and advocate
- Facilitate the collaboration between you and the Kyndryl Cloud Uplift teams
- Develop a customer-focused technical roadmap
- Deliver periodic reviews of operational performance
- Provide operational best practices
- Advise on interoperability solutions with other vendors and third-party solutions
- Conduct proactive Quarterly Business Reviews (QBRs)

Expected business results

Improved risk management

When issues arise, TAMs use their technical expertise and relationships within the organization to provide quick and effective solutions.

Reduction in time to recovery

TAMs help clients understand and mitigate risks associated with their technology solutions, ensuring business continuity and minimizing downtime.

Streamlined feature requests

TAMs actively participate in product roadmap discussions, ensuring customer feedback and concerns are incorporated and solutions evolve to meet their needs.

Fewer support tickets

TAMs proactively monitor client usage and performance, anticipating potential issues before they impact the client's business.

Optimized solutions and best practices

TAMs help tailor Kyndryl Cloud Uplift to specific customer needs and business objectives, maximizing its value. They also share industry best practices and insights to help customers stay ahead of the curve and optimize their technology investments.

89% retention of platinum support on contract renewal

Customer success stories

Use case: Global medical technology company

Need: Global technical debt reduction and modernizing IBM Power workloads (AIX, IBM i).

TAM Value: Collaborated with the customer's IT team to design a migration plan that preserved their existing AIX environment. The TAM helped optimize resource usage, enabling the customer to scale their workloads while maintaining performance and compliance.

Results:

- Reduction in support tickets by 20% within 6 months
- Operational readiness, including proactive maintenance planning, application identification, and enhancing backup and disaster recovery (DR) readiness playbooks
- Upskilled the client MSP on best practices

Use case: Global automotive components manufacturer

Need: Migrate legacy IBM Power workloads (AIX, IBM i) to the cloud without refactoring and migrate backup tapes to a cloud-based storage solution.
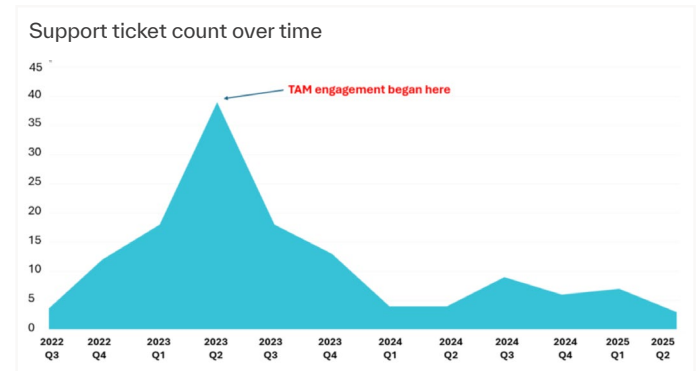
TAM Value: Developed cloud strategy and migration plan that preserved existing AIX environment. Helped identify roadmap risk, enabling the customer to scale workloads while maintaining performance and compliance without risking timeline.

Results:

- Maintained business continuity with no re-platforming
- Reduced OPEX, and operational inefficiency and cost overrun
- 70% decrease in support tickets per quarter since engaging a TAM

"[TAM] has shown exceptional commitment, not only in managing critical incidents... but also in coordinating corrective actions with clarity, speed, and a strong focus on business continuity."

- Customer quote

Support ticket count over time

Learn more about Kyndryl Cloud Uplift Support and how a Technical Account Manager can benefit your organization.

Contact us →

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