

Introduction

Ellip is a set of fully fledged **Platform-as-a-Service** (or PaaS) solutions provided by Terradue to support the Earth Science and Services Communities to exploit Earth observations from satellites directly on the Cloud.

Overview

Ellip is designed for application developers, data analysts and information product specialists who need to take the best out of large Earth Observation (EO) data collections, as part of compute intensive applications. Interoperability protocols can be embedded in these applications, thanks to the application integration frameworks delivered to the Ellip developers through the PaaS. Overall, Ellip provides you with a set of Cloud Computing solutions to integrate, test, validate, package, deploy and monitor EO data processing applications.

The Ellip offerings are divided in 4 products:

1. Support to Algorithm Integration
2. Operational Algorithm Hosting
3. Interactive Development Environment
4. Community Data Hosting for Exploitation
5. User Support Services

User Support Services

The **User Support Services** packs are targeted to all types of users of the Platform. They range from the support provided to the users in accessing the platform functions, in using Data Processing Services and the tools for interpretation of the generated results, up to the support for developers in the integration of their algorithms into the Cloud environment.

The support is provided through documentation (i.e. tutorials, forum, knowledge base) and a dedicated support team that is reachable via the Platform helpdesk instance, email or via specific hands-on training sessions.

User Support Services				
Scenario	Billing model	Pack name	What we offer	What it costs
user support	monthly subscription	Support Basic	Dedicated Support (*)	Free
	monthly subscription	Support Medium	Dedicated Support (*)	€300 Monthly fee
	monthly subscription	Support Plus	Dedicated Support (*)	€450 Monthly fee

(*)	Support Basic	Support Medium	Support Plus
General Support		24x7 access to documentation, knowledge base, and moderated forum	
Technical Support	24x7 access to - documentation, knowledge base, and moderated user forum	NWD and NWH access to support via - ticketing system - email Max. 10 issues per month	NWD and NWH access to support via - ticketing system - email Unlimited cases/contacts
Response Times	N/A	Issues < 2 NWD General Guidance < 2 NWD	Issues < 1 NWD General Guidance < 1 NWD
Resolution Times	N/A	< 5 NWD	< 2 NWD