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ELASTIC SUPPORT

Designated Support Engineer (DSE)

Take advantage of proactive support from engineers familiar with your unique environment.

When you subscribe, you're provided with focused case management resolutions tailored specifically to your business needs.



Technical onboarding



Monthly case reports



Monthly check-in meetings



Support case management



Key milestone check-ins

PERSONALIZED SUPPORT

Specialized support

Benefit from highly specialized support engineers who are



knowledgeable about your environment and familiar with your architecture, needs, and goals. Designated support engineers engage with your teams regularly to keep your business on track.

[Contact sales →](#)

PROACTIVE SUPPORT

Get help from the experts



Integrate Elastic Support into your team

Gain faster time to value when Elastic Support is like a member of your team with all the expertise needed in regards to your architecture, use cases, and goals.



Use support tailored for your business

Leverage your designated support engineer for any solution or use case, whether you're on Elastic Cloud or a self-managed deployment.

Support and Policies

Check out these resources to learn the best way to get the help you need, as well as for more information on Elastic's policies.

Elastic Support Services policy (Self-managed)

Learn how Elastic's self-managed support works when you take advantage of support services.

Elastic Support Services policy (Elastic Cloud)

Gain a better understanding of how Elastic's cloud support works when you take advantage of support services.

End of Life (EOL) Policy

Review how long older versions are maintained and supported over time.

Support Matrix

Check out the platform and software configurations eligible for support under Elastic's support offerings.

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