

Support Package: n8n



Standard

Included in Enterprise

Complimentary Basic Support

- Ticket & basic CSM Support
- Fixed response time of vulnerabilities



Premium

€25,000 (8-5 SLA)

Everything in Standard plus

- SLA
- CSM Support including Kick-off Meeting and QBR's
- Workflow Review Session



Gold

€50,000 (8-5 SLA)

Everything in Premium plus

- 1 month Technical Onboarding
- Dedicated Slack Channel
- 4 hours of onboarding and implementation advice per quarter



Platinum

€100,000 (24/7 SLA)

Everything in Gold plus

- On-site Onboarding day
- Two EBR Sessions with our CEO Jan
- Dedicated SE and Support Engineers to assist with technical implementation and support

n8n: Support packages – Standard



Standard Package

Complimentary technical
& CSM Support

Free

Includes:

Response time:

- Forum response is avg. 8.9 hours over the last 30 days (**no SLA**)
- Critical Vulnerability response within 7 days

Customer Success Manager Support:

- Customer Success Manager (CSM) support with introductory call
- Followed by ad-hoc CSM check-ins.

n8n: Support packages – Premium



Premium package

Standard Package +
SLA & Senior CSM Support

Price: €25,000 per year

Includes:

SLA:

- Support from 8–5 weekdays (UTC–5 or UTC), Response within 2 hours (Prio 1) to 16 hours (Prio 3)

Senior Customer Success Manager Support:

- Support with planning and executing quarterly business reviews (QBRs).
- Kick-Off Meeting setting goals and ROI metrics
- Workflow review session after 1 month

Technical Support with SLA:

- Access to **shared pool** of Senior Support Engineers
- Priority Support for Production Outage or Business Critical issues

n8n: Support packages – Gold



Gold package

Premium Package +
Dedicated Training Support

Price: €50,000 per year

Includes:

SLA:

- Support from 8–5 weekdays (UTC–5 or UTC), Response within 2 hours (Prio 1) to **8 hours** (Prio 3)

Advanced Customer Success Manager Support:

- One EBR session per year
- 1 day of live n8n training delivered live by a teacher/facilitator for up to 5 students
- Dedicated Slack Channel (SLA applies to email tickets only)
- 4 hours of onboarding and implementation advice per quarter

Technical Support with strict SLA:

- Access to **shared pool** of Senior Support Engineers
- Priority Enterprise Support **for all issues**

n8n: Support packages – Platinum



Platinum package

Gold Package + Comprehensive
Support with Solution Engineering

Price: €100,000 per year

Includes:

SLA:

- **24/7 Support** for Production Outage or Business Critical issues (Prio 1)
- Support from 8–5 weekdays (UTC–5 or UTC), Response within 4 hours (Prio 2) **to 8 hours** (Prio 3)

Advanced Customer Success Manager Support:

- On site Onboarding day
- Quarterly CSM check-ins with Head of Customer Success
- Two EBR sessions a year including n8n's CEO Jan

Solution Engineer (SE) Support

- Dedicated SE to assist with technical implementation and optimization.
- Guidance on complex workflows, integrations, and system architecture.
- Hands-on troubleshooting and technical support for high-priority issues.

Dedicated Technical Support with best SLA:

- Access to **dedicated** Senior Support Engineer
- Priority Enterprise Support **for all issues**