

Support Cloud Specifications

Support Cloud is an entitlement that is available with Silver or Gold tier support. With Support Cloud, customers receive an out of the box environment of a product(s) that is on Silver or Gold support, with the following specifications:

Support Cloud Parameters	
Project run time (months)	12
RAM	24 GB (e.g. 3 machines with 8 GB running parallel)
Storage overall	2000 GB (e.g. 20 machines with 100 GB)
Firewall restriction on customer IP address	Up to 2
Import or Export of VM templates	On demand
Users	Up to 5
Site2Site VPN	optional
Graphic Card	1 x nVidiaM60
Microsoft SQL Server Standard	For 5 Users
Microsoft Server OS License	included
3 rd Party licenses	Excluded. Optional access to local customer license
Access to VM Templates	Up to 50 templates
Access to a selfservice Cloud Portal or a public Cloud Provider e.g. AWS	Yes (e.g https://gtac-cloud.de.hca.siemens.com/cloud/org/customer_name)
Availability	up to 24x7
Support (Mon-Fri)	8-17 GMT+1