

Premium Support for Docker



What it covers and how it helps your development teams

Building innovative, scalable, and secure software at speed is no small task, especially with globally distributed development teams, strict security and compliance demands, pressing business needs, and complex development tool chains. Delays, misconfigurations, and downtime can quickly derail your application development plans.

Docker Premium Support has you covered with fast, effective response to keep your developers unblocked, your global app development workflows moving, and your software supply chain secure. Available only to Docker Business and DHI customers, the Premium Support and TAM service gives your development teams access to Docker advisors, faster response times, and strategic guidance to maximize your Docker investment and achieve your business goals.



Here are just a few things it covers:



Always-On, High-Priority Response

In fast-paced, high-stakes environments, waiting for help isn't an option. Docker Premium Support includes one-hour response times for critical issues, 24/7 global coverage, priority ticket handling, and live troubleshooting video calls.



Advanced Incident Analysis

With Premium Support, you get Root Cause Analysis (RCA) Reporting for major incidents, so you know how Docker is proactively addressing and preventing issues.



Guidance from Docker Experts

Premium Support gives you access to the add-on Technical Account Management (TAM) service with in-depth guidance and expert advice on Docker best practices.



Support Across the Docker Ecosystem

Whether you're working with Docker Desktop, Hub, Scout, Build Cloud, Hardened Images, or newer products like AI Model Runner, MCP Catalog, or Offload, Premium Support has you covered. As your Docker footprint changes or grows, Premium Support grows with you.

Available only to Docker Business and DHI customers; additional fees may apply.

Curious how Premium Support could help your team? [Reach out here](#) to chat with us or learn more.

Docker Support Feature Comparison

	Support Feature	Docker Business and DHI	
		Standard Support	Premium Support ¹
Always-On, High-Priority Response	Initial Technical Support Response	1 Business day (all severity levels)	1 hr (severity 1) ² 4 hr (severity 2) 8 hr (severity 3)
	Support Availability	24x5	24x7
	Priority Ticket Routing	-	✓
	Escalation Management	-	✓
	Support with Live Troubleshooting Calls	-	✓
Advanced Incident Analysis	Root Cause Analysis Reporting - Major Incidents and Problems	-	✓
Support Across the Docker Ecosystem	All Docker Products	✓	✓
	Support for Docker Desktop versions up to 6 months older than the latest	✓ ³	✓ ³
Guidance from Docker Experts	TAM add-on - Engage with a Technical Account Manager for proactive support and strategic guidance	-	✓ ⁴

(1) Available for Docker Business and DHI subscriptions (additional fees may apply)

(2) Severity 1 – Critical: Full outage; Severity 2 – High: Major disruption; Severity 3 – Medium: User issue, workaround available

(3) Excluding major bugs and security updates, which may, depending on the issue, be available only over the latest version

(4) Available only to Premium Support customers (additional fees may apply)

Technical Account Management for Premium Support

The Docker Technical Account Manager (TAM) service delivers proactive, high-touch expertise to help you unlock the full value of your Docker investment. Offered as an add-on to Premium Support, TAM services extend beyond issue resolution to provide strategic partnership for both business and engineering teams.

Your TAM is a consistent and trusted advisor who partners with your development teams to accelerate onboarding, align Docker capabilities with your goals, and provide strategic insight into adoption, architecture, and roadmap planning. Through regular reviews and tailored guidance, your TAM ensures best-practice implementation, optimized usage, and measurable business impact.

The Docker TAM add-on service for Premium Support helps you:



Achieve faster time-to-value with structured onboarding and enablement



Strengthen architecture, security, and AI readiness with guidance and reviews

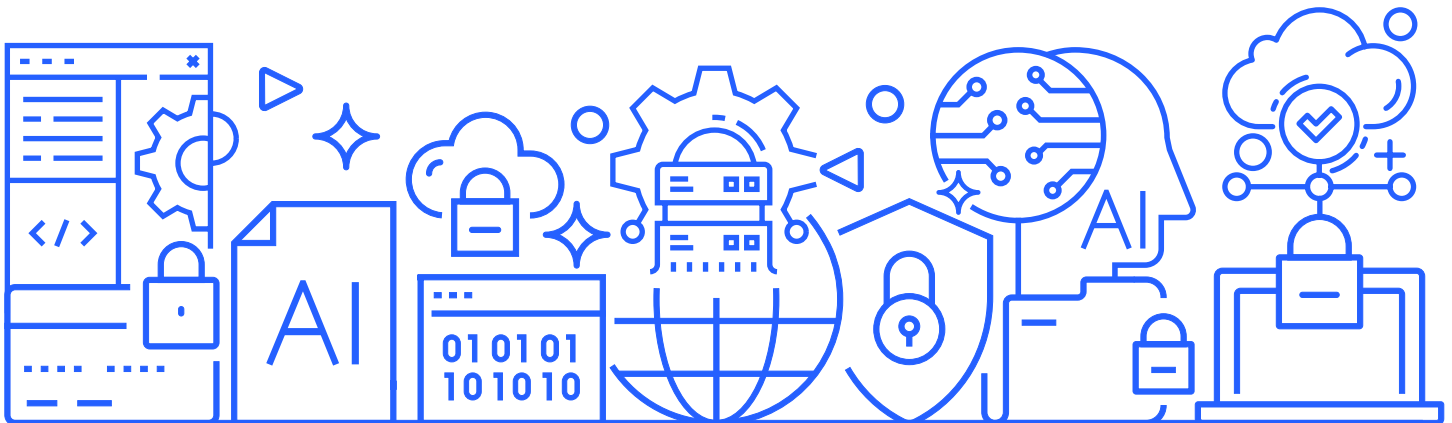


Continuously align Docker features with evolving business priorities



Prove ROI with regular adoption, health, and business value reviews

By enhancing your Docker Premium Support service with a TAM, you gain a strategic partner committed to helping your organization succeed with Docker. The TAM service is Available only to Premium Support customers; additional fees may apply.



Technical Account Manager (TAM) Features

Available only to Premium Support customers (additional fees may apply)

		Docker Business and DHI
	TAM Feature / Capability	TAM add-on ¹ for Premium Support
Quickstarts	Foundational onboarding that guides teams through product activation and configuration according to proven best practices, ensuring rapid time-to-value. The onboarding is repeated for each new team as Docker adoption expands across your organizations.	
In-depth advisory reviews for alignment and best practices		
Health & Adoption	Ongoing advisory reviews to partner with your teams and align Docker's capabilities with your company's goals	
Roadmap & Enablement Advisory	Roadmap briefings tailored to use cases. Joint adoption experiments with new features and clear success criteria to ensure feature uptake has measurable impact	
Architecture & Design Advisory	Periodic reviews against Docker reference patterns for best practices. Specific reviews can include containerization, security posture, and AI posture	
Strategic business and product reviews		
EBRs/QBRs	Virtual or on-site sessions to ensure customers understand how they are currently leveraging Docker products, where they can grow with Docker to meet their business objectives, and the ROI obtained using Docker products	
Choose the TAM offering for your advisory needs		
TAM add-on options	A Designated TAM provides proactive and strategic guidance to maximize Docker product value. A Dedicated TAM provides full-time technical account management support.	

(1) Available only to Premium Support customers (additional fees may apply)

Curious how it could support your team? Premium Support customers can [contact Docker Sales](#) to learn more and to get started with the TAM add-on service.