

H2O Enterprise Support



H2O Enterprise Support delivers the training, support and optimization services you need to go faster and deliver results in enterprise production environments for H2O, H2O Sparkling Water and H2O4GPU. Enterprise Support customers also have access to H2O Enterprise Steam for model deployment and management.

Enterprise Support Summary

Support Features	Open Source Community Support (Free)	H2O.ai Enterprise Support (Commercial License)
H2O Community Membership and Forums	✓	✓
Online Documentation	✓	✓
Local Meetups and Events	✓	✓
Product Webinars	✓	✓
Online Training		✓
Onsite Training*		✓
QuickStart Services		✓
24/7 Phone and Email Support		✓
Priority Issue Escalation		✓
Priority Feature Requests		✓
Health Checks & Model Reviews		✓
DevOps / Production Consultation		✓
Access to H2O.ai Data Scientists		✓
Enterprise Steam Platform for Model Management in Hadoop		✓

* May require additional fees for travel and additional or advanced resources, depending on training needs.

Enterprise Steam

The Steam AI engine is an end-to-end platform that streamlines the entire process of building and deploying smart applications. Now data scientists and developers can launch turnkey compute environments for collaboratively training and deploying predictive models and integrate those models into real-time smart applications.