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Elastic Cloud managed service features

Elastic Cloud gives you the flexibility to run where you want. Deploy our managed service on Google Cloud, Microsoft Azure, or Amazon Web Services, and we'll handle the maintenance and upkeep for you.

	Standard	Gold	Platinum	Enterprise
PLATFORM SERVICES				
Managed Elasticsearch and Kibana	✔	✔	✔	✔
Deployment autoscaling	✔	✔	✔	✔
Same day version availability	✔	✔	✔	✔
Instant access to security patches	✔	✔	✔	✔
Single-click deployment upgrades	✔	✔	✔	✔
In-place configuration change	✔	✔	✔	✔
Deployment templates	✔	✔	✔	✔
Hot-warm-cold architecture, with automated index curation	✔	✔	✔	✔
Hot-warm-cold architecture, with automated index curation and searchable snapshots				✔
Frozen data tier with automated index curation and searchable				✔

Feature				
minutes)				
REST API for deployment management	✓	✓	✓	✓
REST API support in ecctl CLI, Golang SDK, and generated SDKs	✓	✓	✓	✓
Providers: AWS, Azure, Google Cloud	✓	✓	✓	✓
FedRAMP authorized at Moderate Impact level on AWS GovCloud (US)[2]	✓	✓	✓	✓
High availability across zones	✓	✓	✓	✓
Console signup with Google Account	✓	✓	✓	✓
Console signup with Microsoft Account	✓	✓	✓	✓
Multi-factor authentication	✓	✓	✓	✓
Multi-user management	✓	✓	✓	✓
Role-based access control	✓	✓	✓	✓
Elastic Cloud SAML single sign-on (SSO)				✓
AWS Marketplace billing integration	✓	✓	✓	✓
Microsoft Azure Marketplace billing integration	✓	✓	✓	✓
Google Cloud Marketplace billing integration	✓	✓	✓	✓
AWS PrivateLink integration	✓	✓	✓	✓
Azure Private Link integration	✓	✓	✓	✓
Google Cloud Private Service Connect integration	✓	✓	✓	✓
Encryption at rest with AWS KMS keys				✓

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Encryption at rest with own KMS keys				✓
IP filtering	✓	✓	✓	✓
SOC 2 and CSA Star 2 compliance	✓	✓	✓	✓
HIPAA BAA ready	✓	✓	✓	✓
ISO 27001/27017/27018	✓	✓	✓	✓
99.95 % Monthly Uptime SLA			✓	✓

MONITORING & DIAGNOSTICS

AutoOps

Real-time root cause analysis and resolution steps	✓	✓	✓	✓
Insights on how to improve performance and stability	✓	✓	✓	✓
Resource utilization visibility	✓	✓	✓	✓
Default data retention	✓	✓	✓	✓
Notifications to alerting and messaging frameworks (Slack, MS teams, PD, custom webhooks, and more)	✓	✓	✓	✓
Customization of events	✓	✓	✓	✓

Stack monitoring

Full-stack monitoring (including Beats and Logstash)	✓	✓	✓	✓
Multi-stack monitoring	✓	✓	✓	✓
Configurable retention policy	✓	✓	✓	✓
Kibana alerting and actions[4]	✓	✓	✓	✓
Automatic stack issue alerts	✓	✓	✓	✓

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Inverted index (for search)	✓	✓	✓	✓
Evaluating calculated fields at index time	✓	✓	✓	✓
Runtime fields	✓	✓	✓	✓
Lookup runtime fields	✓	✓	✓	✓
Document store (for unstructured)	✓	✓	✓	✓
Columnar store (for analytics)	✓	✓	✓	✓
Doc-values only fields	✓	✓	✓	✓
BKD trees (for numeric, dates, geo)	✓	✓	✓	✓
Flattened field type	✓	✓	✓	✓
Histogram field type	✓	✓	✓	✓
Match only text field type		✓	✓	✓
Shape field type	✓	✓	✓	✓
Vector field type	✓	✓	✓	✓
Version field type	✓	✓	✓	✓
Wildcard field type	✓	✓	✓	✓
Synthetic _source	13	13	13	✓
Pattern text field type for logsdb indices				✓

Data management

Searchable snapshots				✓
Snapshot/restore APIs	✓	✓	✓	✓
Snapshot as simple archives	✓	✓	✓	✓
Snapshot lifecycle management	✓	✓	✓	✓

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Data streams	✓	✓	✓	✓
Data tiers	✓	✓	✓	✓
Data transforms	✓	✓	✓	✓
Index lifecycle management	✓	✓	✓	✓
Data stream lifecycle	✓	✓	✓	✓
Downsampling lifecycle	✓	✓	✓	✓
Streams	✓	✓	✓	✓
Streams AI Suggestions				✓

Stack management

Data import tutorials	✓	✓	✓	✓
Ingest Node Pipeline Builder UI	✓	✓	✓	✓
Grok Debugger	✓	✓	✓	✓
Upgrade Assistant	✓	✓	✓	✓
Centralized Logstash pipeline management	✓	✓	✓	✓

Scalability & resiliency

Clustering and high availability	✓	✓	✓	✓
Cluster rebalancing	✓	✓	✓	✓
Advanced cluster rebalancing[11]	✓	✓	✓	✓
Cross-region cross-cluster replication				✓
Same-region cross-cluster replication			✓	✓
Cross-environment cross-cluster replication				✓
Cross-region cross-cluster search				✓

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Cross-cluster ES|QL				✔
Cross-environment cross-cluster search				✔
Dedicated master nodes	✔	✔	✔	✔
Dedicated coordinating nodes	✔	✔	✔	✔

Elastic Stack security

Secure settings	✔	✔	✔	✔
Data encryption at rest	✔	✔	✔	✔
Encrypted node-to-node communications	✔	✔	✔	✔
Role-based access control	✔	✔	✔	✔
Anonymous access control (public sharing)	✔	✔	✔	✔
Native authentication	✔	✔	✔	✔
Kibana Spaces	✔	✔	✔	✔
Kibana feature controls	✔	✔	✔	✔
Kibana subfeature privileges[8]			✔	✔
Prelogin access agreement			✔	✔
API Keys management	✔	✔	✔	✔
Elasticsearch Token Service	✔	✔	✔	✔
Single sign-on (SAML, OpenID Connect, Kerberos, JWT)			✔	✔
Attribute-based access control			✔	✔
Field- and document-level security			✔	✔
Advanced security for remote clusters				✔
Custom authentication and authorization realms			✔	✔

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Scheduled Snooze, Muting, Deduping, etc.)	✓	✓	✓	✓
Maintenance Windows			✓	✓
Tracking containment rule type (geofencing)		✓	✓	✓
Anomaly detection rule types by Machine Learning			✓	✓
Operational rule type for transforms	✓	✓	✓	✓
Search threshold rule types for Discover	✓	✓	✓	✓
Case Management	✓	✓	✓	✓
Case user assignment			✓	✓
Elastic Connectors (e.g., Server Log and Index)	✓	✓	✓	✓
Connectors (Actions) (e.g., email, webhook, Jira, Jira service management, MS Teams, PagerDuty, Slack, Tines, Torq, Swimlane, D3 Security, xMatters)		✓	✓	✓
Connectors (Actions) (e.g., OpsGenie, IBM Resilient, ServiceNow®, Cases, TheHive, XSOAR)			✓	✓
Connectors (Actions) (e.g., OpenAI, Amazon Bedrock, Google Gemini, Sentinel One, CrowdStrike, AI Connector, Microsoft Defender for Endpoint)				✓
Watcher	✓	✓	✓	✓

Clients

REST APIs	✓	✓	✓	✓
Language clients	✓	✓	✓	✓
Query DSL	✓	✓	✓	✓
Console	✓	✓	✓	✓

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Tableau Connector			✓	✓

Localized UI

English	✓	✓	✓	✓
Chinese (Simplified)	✓	✓	✓	✓
French	✓	✓	✓	✓
Japanese	✓	✓	✓	✓
German	✓	✓	✓	✓

Custom plugins

Custom plugins		✓	✓	✓

SEARCH & ANALYSIS

Full-text search

Relevance scoring	✓	✓	✓	✓
Highlighting	✓	✓	✓	✓
Type ahead	✓	✓	✓	✓
Corrections	✓	✓	✓	✓
Suggestions	✓	✓	✓	✓
Percolations	✓	✓	✓	✓
Async search	✓	✓	✓	✓
Results pinning	✓	✓	✓	✓
Query profiler	✓	✓	✓	✓
Dynamically updateable synonyms	✓	✓	✓	✓
Similarity functions for vector fields	✓	✓	✓	✓
Vector search	✓	✓	✓	✓

Reciprocal Rank Fusion (RRF) for hybrid search				✓
Synonym management	✓	✓	✓	✓
Query Rules				✓
Learning to Rank				✓
Retrievers: linear, rule, RRF, text similarity re-ranker				✓
Retrievers: Standard, kNN, pinned, rescorer	✓	✓	✓	✓

Analytics

Aggregations	✓	✓	✓	✓
Boxplot aggregation	✓	✓	✓	✓
Cumulative cardinality aggregation	✓	✓	✓	✓
Geoline aggregation		✓	✓	✓
Geoshape aggregations		✓	✓	✓
Geohexgrid aggregations	✓	✓	✓	✓
Geogrid query	✓	✓	✓	✓
Moving percentiles aggregation	✓	✓	✓	✓
Multi terms aggregation	✓	✓	✓	✓
Normalize aggregation	✓	✓	✓	✓
Range aggregation over histogram fields		✓	✓	✓
Random sampler aggregation	✓	✓	✓	✓
Rate aggregation	✓	✓	✓	✓
Significant terms aggregation p-value score	✓	✓	✓	✓
String stats aggregation	✓	✓	✓	✓

Graph exploration			✓	✓
Vector tiles API	✓	✓	✓	✓

Query languages

Elasticsearch SQL APIs	✓	✓	✓	✓
Event Query Language (EQL)	✓	✓	✓	✓
ES|QL (Elasticsearch Query Language)	✓	✓	✓	✓
Cross-cluster ES|QL				✓

MACHINE LEARNING

Data exploration for machine learning

Data Visualizer	✓	✓	✓	✓
File upload wizard	✓	✓	✓	✓
Data drift			✓	✓
Dashboard embeddables		✓	✓	

Agent Builder

Native chat agent in Kibana				✓
Built in and custom tools				✓
Custom agent creation				✓
External integration - API/MCP/A2A				✓

Anomaly detection

Single metric and multi-metric			✓	✓
Population/entity analysis			✓	✓
Log message categorization			✓	✓
Rare analysis			✓	✓

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DST support		✓	✓	✓

Data frame analysis

Outlier detection			✓	✓
Regression			✓	✓
Classification			✓	✓
Feature importance			✓	✓

Inference and model management

Language identification	✓	✓	✓	✓
Third party model management, for ML nodes			✓	✓
Kibana Space access to models			✓	✓
Elastic Learned Sparse Encoder (ELSER) - packaged for ML nodes			✓	✓
e5 - packaged for ML nodes			✓	✓
Elastic Rerank				✓
Elastic Inference Service[15]				✓
Inference API - support for Elastic managed, third party, and self managed embeddings, reranking, and LLM providers				✓

AIOps

Explain log rate spikes			✓	✓
Log Pattern Analysis			✓	✓
Change Point Detection			✓	✓

ELASTICSEARCH

Search server	✓	✓	✓	✓

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Dashboards for web and search analytics	✔	✔	✔	✔
Dev Console	✔	✔	✔	✔
Elastic AI Assistant				✔
Elastic Workflows				✔

Content Management

Content management UI	✔	✔	✔	✔
Ingestion pipeline management	✔	✔	✔	✔
Inference processor management			✔	✔
Extraction Service (Beta)			✔	✔

Machine Learning / AI

Third party model management			✔	✔
Elastic Learned Sparse Encoder (ELSER) - packaged for ML nodes			✔	✔
e5 - packaged for ML nodes			✔	✔
Elastic Rerank				✔
Elastic Inference Service[15]				✔
Inference API - support for Elastic managed, third party, and self managed embeddings, reranking, and LLM providers				✔
Playground				✔

Query and relevance

Elasticsearch query DSL	✔	✔	✔	✔
ES|QL (Elasticsearch Query Language)	✔	✔	✔	✔
ES|QL Lookup Joins	✔	✔	✔	✔

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Similarity functions for vector fields	✓	✓	✓	✓
Synonym management	✓	✓	✓	✓
Reciprocal Rank Fusion (RRF) for hybrid search				✓
Query Rules				✓
Learning to Rank (LTR)				✓
Search Applications (beta)				✓

Clients

Language clients (open source)	✓	✓	✓	✓
Search UI (open source)	✓	✓	✓	✓
AI ecosystem client integrations (open source)	✓	✓	✓	✓
Web and search analytics client (Beta)	✓	✓	✓	✓

Security

Encrypted communications	✓	✓	✓	✓
Role-based access control	✓	✓	✓	✓
Single sign-on (SAML, OpenID Connect, Kerberos, JWT)			✓	✓
Encryption at rest support	✓	✓	✓	✓

DATA INGEST & TRANSFORMATION

Ingest products & features

Filebeat, Metricbeat, Winlogbeat, Packetbeat[10], Heartbeat, Auditbeat, real browser-based synthetic monitoring agent (Beta)	✓	✓	✓	✓
Functionbeat	✓	✓	✓	✓

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Feature				
File import wizard	✓	✓	✓	✓
Auto Import				✓

Fleet

Feature				
Fleet Server	✓	✓	✓	✓
Fleet app	✓	✓	✓	✓
Fleet integrations	✓	✓	✓	✓
Elastic Agent	✓	✓	✓	✓
Selective agent binary updates	✓	✓	✓	✓
Scheduled agent binary upgrades		✓	✓	✓
Automatic agent binary upgrades				✓
Selective agent policy reassignment	✓	✓	✓	✓
Selective agent unenrollment	✓	✓	✓	✓
Per Policy output assignment		✓	✓	✓
Per Integration output assignment				✓
Reusable Integration policies				✓
Fleet Space Awareness				✓
Fleet Multi-Cluster support				✓
Fleet Agent Migration to another cluster				✓

Data sources - For a full list of integrations available, check out our Integrations page.

Source				
Abuse.ch	✓	✓	✓	✓
Audit system data	✓	✓	✓	✓
Cisco Firepower	✓	✓	✓	✓
Check Point Firewall	✓	✓	✓	✓

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Fortinet Fortigate	✓	✓	✓	✓
File Integrity Monitoring	✓	✓	✓	✓
Google Workspace	✓	✓	✓	✓
Microsoft 365 Defender & Defender for Endpoint	✓	✓	✓	✓
Microsoft (Office) 365	✓	✓	✓	✓
Network Packet Capture	✓	✓	✓	✓
NetFlow and IPFIX	✓	✓	✓	✓
Okta	✓	✓	✓	✓
Palo Alto Networks Cortex XDR	✓	✓	✓	✓
Palo Alto Networks Firewalls	✓	✓	✓	✓
SentinelOne	✓	✓	✓	✓
Tenable	✓	✓	✓	✓
Zscaler	✓	✓	✓	✓

Data transformation

Index time enrichment	✓	✓	✓	✓
Processors	✓	✓	✓	✓
Analyzers	✓	✓	✓	✓
Tokenizers	✓	✓	✓	✓
Filters	✓	✓	✓	✓
Filter on ANN - vector Search	✓	✓	✓	✓
Grok	✓	✓	✓	✓
Field transformation	✓	🔍	✓	✓
External lookup enrichment	✓	✓	✓	✓
Circle ingest processor	✓	✓	✓	✓

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Support for MaxMind commercial databases				✓
Support for IPinfo commercial databases				✓
Redact ingest processor			✓	✓

Elastic Common Schema

Elastic Common Schema	✓	✓	✓	✓

Content Integrations[14]

Elastic open web crawler	✓	✓	✓	✓
Connector Framework	✓	✓	✓	✓
Connector API	✓	✓	✓	✓
Elastic Azure Blob Storage connector	✓	✓	✓	✓
Elastic Box connector	✓	✓	✓	✓
Elastic Confluence Cloud & Server connector	✓	✓	✓	✓
Elastic Confluence Data Center connector	✓	✓	✓	✓
Elastic Dropbox connector	✓	✓	✓	✓
Elastic GitHub & GitHub Enterprise Server connector	✓	✓	✓	✓
Elastic Gmail connector	✓	✓	✓	✓
Elastic Google Cloud Storage connector	✓	✓	✓	✓
Elastic Google Drive connector	✓	✓	✓	✓
Elastic GraphQL connector	✓	✓	✓	✓
Elastic Jira Cloud & Server connector	✓	✓	✓	✓
Elastic Jira Data Center connector	✓	✓	✓	✓

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Elastic MySQL connector	✓	✓	✓	✓
Elastic Network Drive connector	✓	✓	✓	✓
Elastic Notion connector	✓	✓	✓	✓
Elastic OneDrive connector	✓	✓	✓	✓
Elastic Oracle connector	✓	✓	✓	✓
Elastic Outlook connector	✓	✓	✓	✓
Elastic PostgreSQL connector	✓	✓	✓	✓
Elastic Redis connector	✓	✓	✓	✓
Elastic S3 connector	✓	✓	✓	✓
Elastic Salesforce connector	✓	✓	✓	✓
Elastic ServiceNow connector	✓	✓	✓	✓
Elastic SharePoint Online connector	✓	✓	✓	✓
Elastic SharePoint Server connector	✓	✓	✓	✓
Elastic Slack connector	✓	✓	✓	✓
Elastic Teams connector	✓	✓	✓	✓
Elastic Zoom connector	✓	✓	✓	✓

DATA EXPLORATION & VISUALIZATION

Visualizations

Time series	✓	✓	✓	✓
Geo	✓	✓	✓	✓
Metrics	✓	✓	✓	✓
Tables	✓	✓	✓	✓
Tag cloud	✓	✓	✓	✓

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Data exploration

ES|QL (Elasticsearch Query Language)	✓	✓	✓	✓
Dashboards	✓	✓	✓	✓
Drilldown between dashboards	✓	✓	✓	✓
Drilldown to URL		✓	✓	✓
Discover	✓	✓	✓	✓
Field statistics (Beta)	✓	✓	✓	✓
Console	✓	✓	✓	✓
Kibana query autocomplete	✓	✓	✓	✓
Kibana runtime fields editor	✓	✓	✓	✓
Run search sessions in background	✓	✓	✓	✓
Graph analytics			✓	✓
Data views	✓	✓	✓	✓

Share & collaborate

Embeddable dashboards	✓	✓	✓	✓
Anonymous access control (public sharing)	✓	✓	✓	✓
CSV exports	✓	✓	✓	✓
PDF and PNG reports		✓	✓	✓
Saved queries	✓	✓	✓	✓

Content management

Kibana Spaces	✓	✓✦	✓	✓
Custom banners		✓	✓	✓
Object export UI & APIs	✓	✓	✓	✓

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ELASTIC OBSERVABILITY

Observability overview	✓	✓	✓	✓
User Experience overview	✓	✓	✓	✓
Curated ad hoc data exploration	✓	✓	✓	✓
Service Level Objectives (SLOs)			✓	✓
Kibana alerting and actions[4]	✓	✓	✓	✓
Universal Profiling	✓	✓	✓	✓
Elastic AI Assistant				✓
LLM Observability	✓	✓	✓	✓
AI-assisted pipelines and parsing with Streams			✓	✓
Elastic Workflows				✓

ELASTIC APM[3]

Elastic APM

APM server	✓	✓	✓	✓
Jaeger intake	✓	✓	✓	✓
OpenTelemetry intake for traces and metrics[6]	✓	✓	✓	✓
APM app	✓	✓	✓	✓
Distributed tracing	✓	✓	✓	✓
Service maps			✓	✓
Correlations			✓	✓
Synthetic _source for APM indices	13	13	13	✓
LLM tracing	✓	✓	✓	✓

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.NET	✓	✓	✓	✓
Go	✓	✓	✓	✓
Ruby	✓	✓	✓	✓
RUM (JavaScript)	✓	✓	✓	✓
PHP	✓	✓	✓	✓
Python	✓	✓	✓	✓
Node	✓	✓	✓	✓

Stack integrations

Elastic Logs and Metrics	✓	✓	✓	✓
Kibana alerting and actions[4]	✓	✓	✓	✓
Machine learning			✓	✓
Synthetic _source for Profiling indices	13	13	13	✓

ELASTIC LOGS

Log shipper (Filebeat)	✓	✓	✓	✓
Dashboards for common data sources	✓	✓	✓	✓
Logs app	✓	✓	✓	✓
Logsdb indices for logs	✓	✓	✓	✓
Synthetic _source for logsdb indices	13	13	13	✓
Custom routing on sort fields for logsdb				✓
Pattern-based Compression for log messages				✓

Integrations

Log categorization			✓	✓
Machine learning			✓	✓

ELASTIC METRICS

Metric shipper (Metricbeat)	✓	✓	✓	✓
Dashboards for common data sources	✓	✓	✓	✓
Metrics app	✓	✓	✓	✓
Time series indices for metrics (TSDS)	✓	✓	✓	✓
Synthetic _source for time series indices	13	13	13	✓
Downsampling	✓	✓	✓	✓

Integrations

Elastic Logs, APM, Synthetic Monitoring Private Locations	✓	✓	✓	✓
Kibana alerting and actions[4]	✓	✓	✓	✓
Machine learning			✓	✓

ELASTIC SYNTHETIC MONITORING

Synthetic Monitoring UI	✓	✓	✓	✓
Project Monitors	✓	✓	✓	✓
Managed Test Execution Service[12]	✓	✓	✓	✓
Private Testing Locations	✓	✓	✓	✓
Point and Click Script Recorder	✓	✓	✓	✓

ELASTIC SECURITY

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(XDR)				
Security information and event management (SIEM)	✓	✓	✓	✓
Host security analysis	✓	✓	✓	✓
Network security analysis	✓	✓	✓	✓
User security analysis	✓	✓	✓	✓
Timeline event explorer	✓	✓	✓	✓
Case management	✓	✓	✓	✓
Detection engine (e.g., correlation, indicator match, threshold)	✓	✓	✓	✓
Prebuilt detection rules	✓	✓	✓	✓
Prebuilt detection rules import/export	✓	✓	✓	✓
Prebuilt detection rules customization				✓
Detection alerts suppression			✓	✓
Detection alert external actions		✓	✓	✓
Machine learning anomaly detection			✓	✓
Prebuilt anomaly detection jobs			✓	✓
Attack Discovery				✓
Malware prevention	✓	✓	✓	✓
Admin-defined endpoint blocklist	✓	✓	✓	✓
Ransomware prevention			✓	✓
Malicious behavior protection			✓	✓
Memory threat protection			✓	✓
Self-healing			✓	✓
Host Isolation			✓	✓

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Feature				
Elastic AI Assistant				✓
Agent Builder for Security				✓
Threat intelligence management				✓
Threat Intelligence Platform (TIP)				✓
Customizable on-endpoint protection notifications			✓	✓
Cloud and Kubernetes Security Posture Management (K/CSPM)	✓	✓	✓	✓
Workload session auditing				✓
Device Control				✓
Automatic Migration				✓
Manual rule runs	✓	✓	✓	✓
Rule gaps information	✓	✓	✓	✓
Automatic rule gaps fill				✓
Entity Store	✓	✓	✓	✓
Entity Analytics (Risk Score, Entity Graph, Watchlist)				✓
Advanced Entity Analytics (AI Skill, Entity Resolution)				✓
Value reports				✓
Elastic Workflows				✓

Integrations

Integration				
Elastic Agent	✓	✓	✓	✓
Elastic APM	✓	✓	✓	✓
IPinfo Commercial Database			✓	
Elastic Maps	✓	✓	✓	✓
Osquery Manager	✓	✓	✓	✓

	Col1	Col2	Col3	Col4
platforms				✓
Machine learning			✓	✓
Kibana Alerts and Actions[4]	✓	✓	✓	✓
Response actions on 3rd-party endpoint solutions			✓	
Atlassian Jira		✓	✓	✓
Swimlane SOAR		✓	✓	✓
IBM Resilient			✓	✓
ServiceNow ITOM, ITSM, SecOps			✓	✓
Generative AI Connector for Open AI, Azure Open AI, AWS Bedrock, Google Vertex AI				✓

ELASTIC MAPS

Elastic Maps Service[5]

	Col1	Col2	Col3	Col4
Base layer maps	✓	✓	✓	✓

Maps app

	Col1	Col2	Col3	Col4
Shapefile and GeoJSON upload	✓	✓	✓	✓
Multiple layers	✓	✓	✓	✓
Native vector tile support	✓	✓	✓	✓
Layer-based filtering	✓	✓	✓	✓
Client-side styling	✓	✓	✓	✓
Individual points and shapes	✓	✓	✓	✓
Tracking alerts		✓	✓	✓
Containment alerts		✓	✓	✓
Embed maps in dashboard	✓	✓	✓	✓
Embed maps in Canvas	✓	✓	✓	✓

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Custom raster and vector tile service support	✔	✔	✔	✔
Kibana Alerts: tracking containment (geofencing)		✔	✔	✔

SUPPORT

Support level	Limited	Base	Enhanced	Premium
Support coverage		Business hours	24/7/365	24/7/365
Target initial response time		Urgent: 4 business hours High: 1 business day Normal: 2 business days	Urgent: 1 hour High: 4 hours Normal: 1 business day	Urgent: 30 minutes High: 4 hours Normal: 1 business day
Unlimited # of incidents		✔	✔	✔
Support contacts[7]	2	6	8	8
Ticket-based support	✔	✔	✔	✔
SLA-based support		✔	✔	✔

[2] *Elastic Cloud subscriptions on AWS GovCloud (US) are only available annually at this time (not monthly).*

[3] *Elastic APM is not supported on Elastic Cloud Standard when purchased through the AWS Marketplace.*

[4] *Refer to the Alerting section (Kibana Alerts and Kibana Actions items) for further details. Alerting rules based on anomaly detection or SLOs are only available on Platinum and Enterprise tiers.*

[5] *Elastic Maps Service - Terms of Service*

[6] *There are two options for OpenTelemetry intake: native support of the OpenTelemetry protocol directly into APM Server (experimental), and the Elastic exporter on the OpenTelemetry collector, which is the recommended approach. If you choose the latter, note that Elastic Cloud does not host the Elastic exporter on the OpenTelemetry collector exporter, refer to* **documentation** *to set one up adjacent to your applications.*

[7] *Elastic Certified Professionals can be added as additional Support contacts on paid subscriptions at no additional charge.*

[8] *Access to administering Kibana subfeature privileges start at the Gold tier and are available on a per-feature basis matching the feature's subscriptions tier.*

[9] *Elastic GeoIP Database Service Agreement*

[10] *Re-distributing the Windows release of Packetbeat and the Network Packet Capture agent integration for Windows hosts requires an additional license to npcap, a Windows packet sniffing library, that may be obtained from nmap.org.*

[11] *Advanced cluster rebalancing is based on observed data stream write loads described in cluster-level shard allocation.*

[12] *Access to the synthetic monitoring managed testing infrastructure is limited to Elastic Cloud users only or users consuming Elastic Cloud through a CSP marketplace. Test runs executed on the managed testing infrastructure incur an additional cost.*

[13] *Synthetic _source is an Enterprise feature from 8.17 onward.*

[14] *Updates provided through this subscription page exclude* **End-of-Life (EOL) products** *such as Enterprise Search or included features such as App Search, Workplace Search, Elastic web crawler or native connectors. For more details on discontinued products, please consult our* **product subscription archive***.*

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