

# Technical Support

## We're Committed to Excellence

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### **CUSTOMER SURVEY SHOWS CONSISTENTLY HIGH CUSTOMER SATISFACTION RATINGS**

DataCore conducts a follow-up customer satisfaction survey for each customer when an incident is entered. Customers are asked to assess from 1 (poor experience) to 10 (excellent experience). In a recent study of our CSAT ratings, we have maintained an over 95% average rating for all closed calls, well above the average score for the software industry, and additionally, have been over 99% within SLA.

### **COMPREHENSIVE SUPPORT CONTRACT**

In addition to incidents, DataCore support contracts also cover all version upgrades, new releases, and product service packs and updates—all free of charge. More-over, customers can submit product suggestions, and have their implementation documentation reviewed.

### **OVERVIEW**

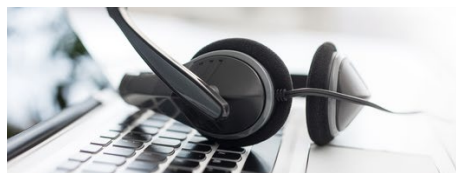
At DataCore, we are passionate about delivering extraordinary technical support to ensure that customers have a successful solution implementation and get the most value from our products. We know that our software directly impacts how quickly and reliably users can retrieve, update, and store data in business-critical IT systems. We also understand that there are many variables involved, including the need for rapid problem resolution across multiple different hardware, operating systems, and hypervisors. As a result, our approach has been to build a support team comprising of senior technology experts with depth of experience in these areas. Unlike companies that provide customers with scripted responses from entry-level service personnel, DataCore customers reach seasoned professionals from the start. Rather than relaying a problem between different service tiers, the DataCore first responder owns it from inception to resolution, leveraging additional resources as needed behind the scenes. The high level of expertise combined with a single point of contact helps us deliver the highest level customer service experience.

### **A GLOBAL TEAM PROVIDING CONTINUOUS SUPPORT**

The DataCore technical support team is distributed across three major service hubs strategically located in Europe, North America and Asia, covering multiple languages and time zones. In addition, DataCore is a member of the TSANet alliance, which allows for multi-vendor collaboration when a problem is related to more than one vendor's product.

### **ADDITIONAL SELF-SERVE SUPPORT RESOURCES**

We provide multiple avenues for customers to get technical support, including online resources such as short, easy-to-understand how-to videos, "lessons learned" documentation from the field, enhanced self-paced training curricula, step-by-step best practices, frequently asked questions (FAQs) and more.



## 24/7 TECHNICAL SUPPORT OPTIONS

All technical support services are available 24 hours a day, 365 days a year. To receive technical support, a valid support contract is mandatory and pre-registration is required.



### Web

<http://datacore.custhelp.com>

This site provides comprehensive information for all of our products, and also allows customers to be proactively notified when any information is updated. Customers may also submit suggestions on how to enhance the various DataCore products.



### Email

[support@datacore.com](mailto:support@datacore.com)

All emails for new issues will generate incidents which are treated as severity 3 incidents. Email support is in English.



### Phone

In most countries, local toll-free support numbers are available. Calls to any support phone number are routed to the active DataCore support center. The default language is English but additional language options are available, depending on availability of appropriate resources. All severity levels can be brought up this way.



### Chat

Chat support is available as a subsection of our web services. It is intended for severity level 1 and 2 issues and is available in English only.

## RESPONSE GOALS

Incidents will be answered, from the time that DataCore support receives the incident, with priority based on severity levels selected by the customer.

### Severity 1

The production system is down or mission-critical data cannot be accessed, are lost or corrupted.

**Response Time: Less than 1 hour**

### Severity 2

Documented functions do not operate as described and customers have no workaround.

**Response Time: Less than 4 hours**

### Severity 3

Any other request, product suggestions and questions.

**Response Time: Less than 24 hours**

Note that the expediency and quality of the results are directly related to the quality of the issue's definition and the completeness of information provided. For information on DataCore support policies, visit

[www.datacore.com/support-policy](http://www.datacore.com/support-policy)

### DISCLAIMER

This document is for reference only and does not constitute legally binding information made by DataCore Software or on its behalf. For legally binding information, please refer to your valid support contract with DataCore Software.

## WHAT DATACORE CUSTOMERS ARE SAYING

**My experience with DataCore support has always been excellent. Quick to respond and a knowledgeable person on the other end of the chat or call. Please continue!**

David Feeley, Director, VipRede Telecommunications

**DataCore support is always amazingly efficient and knowledgeable. Thank you.**

Stephen Pollard, Network Manager & iLearning Coordinator, Alexandra Park School

**Fast response, question well understood, excellent support. Really, really great!**

Fabian Eilander, Cloud Infrastructure Architect, Unica Schutte ICT

**As always - perfect! Very quick response, very quick solution.**

Thomas Hillerbrand, Managing Director, Graphit Graphical Data Processing



### Discover the Ultimate Flexibility of DataCore Software

DataCore Software delivers the industry's most flexible, intelligent, and powerful software-defined storage solutions for block, file and object storage, helping more than 10,000 customers worldwide modernize how they store, protect, and access data. With a comprehensive product suite, intellectual property portfolio, and unrivaled experience in storage virtualization and advanced data services, DataCore is The Authority on Software-Defined Storage. [www.datacore.com](http://www.datacore.com)

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