Technical Support
We’re Committed to Excellence

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.
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

GET STARTED NOW

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