



# DataCore Technical Support

Committed to Excellence

## OVERVIEW

We understand that downtime quickly translates to loss so helping you keep your business running is our first priority. Our portfolio of support options provides services to help increase the efficiency of your IT operations while maximizing the investment in your DataCore-powered infrastructure.

## DATACORE cSat

# 99.6%

2016 - 2018

Based on DataCore customer satisfaction survey conducted after each incident is closed.

“

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

- Fabian Eilander, Cloud Infrastructure Architect, Unica Schutte ICT

”

## TWO SUPPORT LEVELS TAILORED TO MEET YOUR NEEDS



### PREMIER SUPPORT

**At DataCore, Premier is the standard. All Premier support contracts include:**

- Always-on support with 24/7 access to our world class support engineers via phone, email, web and live chat
- Industry leading response times, collaborative call management and automated priority event escalation
- Comprehensive self-help resources to maximize your IT staff efficiency
- All version upgrades, new releases, product service packs and updates



### PREMIER PLUS SUPPORT

**For customers running more complex, mission critical installations our Premier Plus support provides additional benefits:**

- An annual Healthcheck service that checks your configuration against Best Practices, reviews all logged warning events and identifies opportunities for improvement
- Faster guaranteed response times with call queue priority get you back up and running more quickly
- Robust, hands-on training delivers the tools and knowledge that equip your staff to handle many issues before they become incidents

## A WORLD CLASS GLOBAL TEAM DELIVERS ALWAYS-ON SUPPORT

Distributed across three major service hubs strategically located in Europe, North America and Asia, the DataCore Support Centers are staffed 100% with Level 3 Service Engineers. When you contact DataCore Technical Support, the first responder is a seasoned professional who owns your issue from inception to resolution even if we determine a non-DataCore product is the root cause. This multivendor root cause collaboration and analysis is included with all of our support contracts.

### 24/7/365 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 and preregistration are required.

 **SUPPORT PORTAL**  
<http://datacore.custhelp.com/>

Our Support Portal provides comprehensive product information, access to self-help resources and is home to the DataCore Community Forum. All severity level issues can be submitted here.

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

Email support is in English only, and is intended for Severity Level 3 issues.

 **CHAT**

Intended for Severity Level 1 & 2 issues, Chat support is available from our Support Portal. It is currently available in English only.

 **PHONE**

In most countries, local toll-free support numbers are available. The default language is English but additional language options are available in some countries. All severity level issues can be reported by phone.



KEEP YOUR BUSINESS RUNNING	PREMIER	PREMIER PLUS
Priority 1 Response Time	1 Hour	30 Minutes
Priority 2 Response Time	4 Hours	2 Hours
24 x 7 x 365	✓	✓
Automated Event Escalation	✓	✓
Collaborative Call Management	✓	✓
Incident Priority		✓
INCREASE YOUR IT EFFICIENCY		
Community Forum	✓	✓
Knowledge Base	✓	✓
Web Portal	✓	✓
Live Chat	✓	✓
Self-paced online training		✓
MAXIMIZE YOUR IT INVESTMENT		
Level 3 Engineering Staff	✓	✓
Remote Health Check		✓

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.

For additional information, please visit [datacore.com](http://datacore.com) or email [info@datacore.com](mailto:info@datacore.com)



© 2019 DataCore Software Corporation. All Rights Reserved. DataCore, the DataCore logo and SANsymphony are trademarks or registered trademarks of DataCore Software Corporation. All other products, services and company names mentioned herein may be trademarks of their respective owners.