

Data Sheet

Nasuni Customer Support

Avoid business downtime with access to unmatched technical expertise.

More than just technical support, Nasuni Customer Support is designed to help you achieve your IT and business goals. We go beyond traditional break-fix with one goal in mind: your success.

Our Commitment

Our commitment is to ensure your success with Nasuni. Meeting this commitment requires the right people and processes. Such as working to resolve cases proactively before you even know there is an issue. Or, monitoring response times and sending customer evaluation surveys after every resolution to ensure we're meeting your expectations.

People - Nasuni support professionals are experts in storage, cloud, networking, virtualization, security, and Windows technologies. They have the knowledge and passion to solve even your most challenging problems.

Processes - Nasuni has developed and refined many support tools and processes to assist you as you deploy, optimize, and maintain Nasuni enterprise file services.

Entitlements and Benefits

Expert Assistance Around the Clock

Nasuni supports you 24/7/365. Our support team has extensive knowledge of all product components and is continuously trained on the latest enhancements. The team has direct line of contact with our development team, ensuring your case will be resolved as quickly and efficiently as possible.

Software Upgrades and Updates

All new major and minor software releases are included with Nasuni Customer Support at no additional charge. Updates to Nasuni Edge Appliances can be automatically applied or they can be scheduled at your convenience. Updates to cloud services are transparent and are designed to continuously improve the quality of Nasuni file services.

Remote Troubleshooting

All Nasuni appliances have the ability for our support team to investigate and resolve issues remotely within your environment. If you choose to enable this capability, our team can directly access your appliances to securely perform support functions without disrupting your environment or requiring screen sharing.

Self-Service Resources

Our extensive technical resource library available on-line helps you become more self-sufficient and gets you answers on-demand. Use the Nasuni Support Portal to access:

Online Documentation – Get access to “How To” guides, videos, and tutorials on all Nasuni components.

Knowledge Base – Tap into additional technical resources such as FAQs and technical articles.

Case Management – Create new support cases, receive automated case reference IDs, read case details and updates, upload troubleshooting attachments, and more.



Program Features

Nasuni Customer Support helps you keep everything running smoothly with software updates, expert guidance, proactive monitoring, and other features designed to maximize the return on your Nasuni investment. All are included at no charge as part of your Nasuni subscription.

24/7/365, Unlimited Technical Support	Unlimited access to customer support via phone, web, and email.
Up to 5 Technical Contacts	Designate up to 5 contacts to open and manage your cases.
Software Updates and Upgrades	Access to all software updates and upgrades as they become available.
Configuration and Installation Assistance	Get general guidance and assistance with problems you encounter during product installation, upgrades, or configurations
Technical Knowledgebase	Tap into online FAQs, technical articles, and tutorials to help troubleshoot issues
Self-Service Case Management	Create new support cases, receive automated case reference IDs, read case details and updates, upload troubleshooting attachments, and more.
Remote Troubleshooting	Choose to allow Nasuni support engineers to directly access Nasuni Edge Appliances to perform support functions without disrupting your environment or requiring screen sharing
Proactive Monitoring	Choose to send active alerts from Nasuni Edge Appliances to Nasuni or your operations center with diagnostic and status information
Response Time Targets	Severity 1 issues: 2 hours Severity 2 issues: 2 business hours Severity 3 issues: 4 business hours Severity 4 issues: 1 business day



Severity Definitions

Nasuni Customer Support aligns service levels with the following case severity definitions.

Severity	Impact	Service Level
1 Urgent	Nasuni appliance or service is down, unable to provide access to data, in a frequent or repeating "Panic" or "Hang," or in a state of degraded performance that prevents normal business operations.	Within two (2) hours of receiving the problem report, Nasuni will initiate a problem assessment. Continuous follow-up will occur at regular intervals as long as the case remains open. If the problem cannot be reproduced or diagnosed, the response will indicate such and recommend actions to help in the diagnosis, which may include requests for additional information. Continuous effort will be made until the case is resolved through a workaround, hot fix, and/or product patch or update.
2 High	Nasuni appliance or service is experiencing an infrequent, isolated, or intermittent "Panic" or "Hang," or is in a state of degraded performance that allows business operations to continue, but at an inconsistent or sub-optimal rate.	Within two (2) business hours of receiving the problem report, Nasuni will initiate a problem assessment. Continuous follow-up will occur at regular intervals as long as the case remains open. If the problem cannot be reproduced or diagnosed, the response will indicate such and recommend actions to help in the diagnosis, which may include requests for additional information. Continuous effort will be made until the case is resolved through a workaround, hot fix, and/or product patch or update.
3 Important	Nasuni appliance or service is experiencing an issue, anomaly, or cosmetic defect that causes little or no business impact, and a viable and mutually agreeable workaround or upgrade exists to mitigate the problem.	Within four (4) business hours of receiving the problem report, Nasuni will initiate a problem assessment. Follow-up will occur at regular intervals as long as the case remains open. If the problem cannot be reproduced or diagnosed, the response will indicate such and recommend actions to help in the diagnosis, which may include requests for additional information. The case will remain open until resolved in a future release.
4 Normal	Requests for information regarding the installation, configuration, use, and maintenance of Nasuni, including administrative inquiries and return materials authorization (RMA) information. There is no impact to production systems or business operations.	Within one (1) business day of receiving the problem report, Nasuni will initiate a problem assessment. Follow-up will occur at regular intervals as long as the case remains open. If the problem cannot be reproduced or diagnosed, the response will indicate such and recommend actions to help in the diagnosis, which may include requests for additional information. The case will remain open until resolved in a future release.

Contact Support

Telephone: +1.857.444.8400 | Email: Support@Nasuni.com | Web: www.Nasuni.com/Support

For Severity 1 Issues: Phone support is available 24/7/365

For Severity 2-4 issues: Phone support is available Monday - Friday, 9a to 7p ET, excluding office closures for holidays or unforeseen circumstances (weather, power outage, etc.).



An Organization Geared Toward Your Success

Nasuni offers you more than just technical support. Many roles within our organization are available to help you achieve your business goals. Here are the key roles and responsibilities who will work with you to ensure your success.

Role	Responsibilities	When to Contact This Role	When This Role Contacts You
Technical Support Engineer	Troubleshoot all Nasuni customer support issues	Any technical issue	Respond to open technical support case
Global Support Manager	Manage Customer Support team	Technical support issues requiring additional resources or escalation	Respond to open technical support case or escalation request
Technical Relationship Manager (TRM) <i>Paid resource outside standard Customer Support</i>	Serve as single point of contact for best practices, deployment, planning, and business needs	All Nasuni-related product, technical, and strategic needs	Schedule meetings and respond to customer requests
Professional Services (PS) Consultant <i>Paid resource outside standard Customer Support</i>	Deliver Nasuni professional services contracted by customers	Technical questions and issues during paid PS engagements	Schedule implementation meetings and/or trainings; perform paid consulting work
CAP Manager	Manage Critical Account Process (CAP)	Questions regarding CAP; not a technical resource	Schedule CAP meetings and provide email updates
Account Manager	Manage renewals, expansions, and professional services; discusses new use cases	Nasuni Sales questions, use case brainstorming, ongoing business needs	Schedule account status meetings; respond to customer requests; share Nasuni announcements
Product Management	Manage product roadmap and planning process	Feature requests, product capability inquiries	Respond to customer requests; collect product requirement feedback
Customer Success Marketing Manager	Manage customer community and reference program; promote your successes	Introductions to other customers; be featured in a webinar, blog, or case study	Communicate Nasuni company and product news; request marketing help

About Nasuni

Nasuni enables enterprises to store and synchronize files across all locations at any scale. Powered by the Nasuni UniFS® global file system, Nasuni file services stores unstructured data in object storage from providers such as Amazon, Dell EMC, IBM, and Microsoft, while caching actively used data wherever it is needed – on-premises or in the cloud – for high performance access. By using Nasuni to collaborate on files across multiple sites and consolidate Network Attached Storage (NAS) and remote office file servers, customers maximize workforce productivity while reducing IT cost and complexity.

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