

Customer Support Policy

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.

1. Contact Customer Support

Email: support@nasuni.com

For immediate Severity One Issues:

Germany | +49 32 223270044

Australia | +61 2 4062 9333

Singapore | +65 3105 1370

New Zealand | +64 9 888 4052

US | +1 857 444-8400

UK | +44 20 8158 3080

China | +86 400 842 7794

India | +00 08 000 50371

Web: community.nasuni.com

2. Program Features

Nasuni Customer Support helps you keep everything running smoothly with software updates, expert guidance, alert 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.

3. Our Commitment

We strive to ensure your success with Nasuni. This requires the right people and processes who respond promptly to address your cases, monitor response times and send 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 address even your most challenging problems.

Processes and Tools—Nasuni has developed and refined many support tools and processes to assist you as you deploy, optimize, and maintain the Nasuni File Data Platform.

4. Entitlements and Benefits

Expert Assistance Around the Clock

Nasuni supports you 24/7/365*. Our support team has extensive knowledge of all Nasuni 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 addressed as quickly and efficiently as possible.

5. Software Upgrades and Updates

All new major and minor software releases include Nasuni Customer Support at no additional charge. Any Updates to Nasuni Edge Appliances are customer- installable and can be automated in the Nasuni Management Console (NMC). Updates to Nasuni software are transparent and are designed to continuously improve the quality of Nasuni file services.

6. Remote Capabilities

Nasuni approaches customer support with advanced remote capabilities.

All Nasuni environments continuously check-in with our Nasuni Orchestration Center (NOC) which is a secure outbound connection that is designed to ensure your environment is continuously aware of any updates from Nasuni. This connectivity also empowers Nasuni to deploy immediate workarounds or fixes as needed to protect our customers.

And, if you choose to enable this capability, our team can directly access your appliances to securely perform support functions without requiring screen sharing.

7. Community Portal Resources

Our Customer Community Portal gives you immediate access to all of the below self-service resources. Our extensive resource library available on-line helps you become more self-sufficient and supplies you with answers on-demand.

Documentation—Get access to “How To” guides, videos, and tutorials on all Nasuni components and Release Notes on the most recent Nasuni product releases.

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

Discussions—Engage with Nasuni experts and other Nasuni customers to ask technical questions, compare deployment notes, and identify new use cases.

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

Service	Explanation
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 Knowledge Base	Tap into online FAQs, technical articles, documentation, and tutorials to quickly troubleshoot issues.
Discussion Forum	Engage with Nasuni product management and other Nasuni customers to ask questions, compare deployment notes, and identify new use cases for Nasuni.
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 requiring screen sharing.
Alert Monitoring	Choose to send active alerts with diagnostic and status information from Nasuni Edge Appliances to Nasuni.

Response Time Targets	Severity 1 issues: 2 hours Severity 2 issues: 2 business hours Severity 3 issues: 4 business hours
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8. 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 work-around, 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. Also, requests for information regarding the installation, configuration, use, and maintenance of Nasuni, including administrative inquiries and return materials authorization (RMA) information even where there is no impact to production systems or business operations.	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. We will also respond within four (4) business hours for your other Support requests including for information regarding the installation, configuration, use, and maintenance of Nasuni, and administrative inquiries and return materials authorization (RMA) information.

9. Your Extended Nasuni Team

Nasuni offers more than just technical support; various roles are available to help you reach your business goals. Here are the key roles and responsibilities:

Role	Primary Responsibility	Areas of Expertise
Technical Support Engineer	Troubleshoots all Nasuni customer support issues	Any technical issue
Global Support Manager	Manages Customer Support team	Technical support issues requiring additional resources or escalation
Critical Account Process (CAP) Manager	Manages escalated issues	Questions regarding critical account process; not a technical resource
Account Manager	Manages renewals, expansions, new products announcements, and professional services needs	Nasuni Sales questions, use case brainstorming, ongoing business needs
Product Management	Manages product roadmap and planning process	Feature requests, product capability inquiries
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, add user group call out, customer newsletter
Technical Account Manager (TAM) (Additional Fees)	Serves as a single point of contact for best practices, deployment, planning, and business needs	All Nasuni-related product, technical, and strategic needs
Professional Services (PS) Consultant (Additional Fees)	Delivers Nasuni professional services as contracted by customer	Technical questions and issues during paid PS engagements

* For Severity 1 Issues: Phone support is available 24/7/365. For Severity 2-4 Issues: Support is available 12:00am GMT Monday–12:00am GMT Saturday (7pm ET Sunday – 7:00pm ET Friday) via our customer web portal, email, and phone.