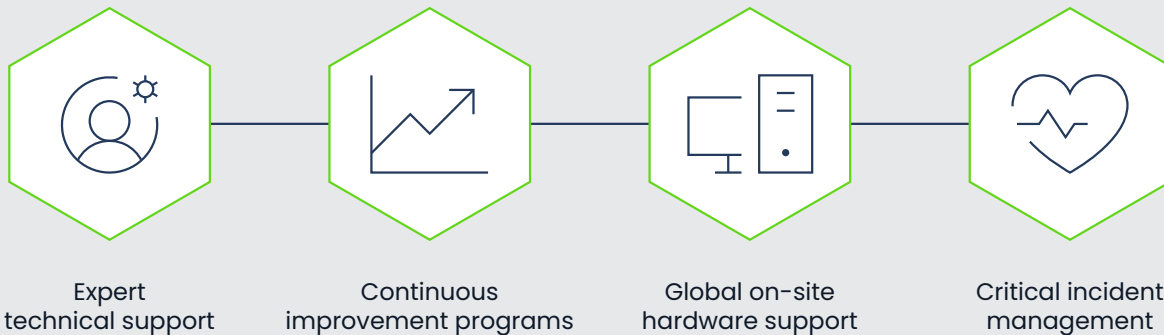


Nasuni customer support

Global technical support with passion and precision



Overview

The Nasuni Customer Support team will become part of your team to keep everything running smoothly with software updates, expert guidance, troubleshooting, and community resources designed to maximize the return on your Nasuni File Data Platform and Add-On investments such as Ransomware Protection, Nasuni Access Anywhere, and Global File Collaboration. Nasuni is with you every step of the way to help you get productive quickly and smoothly. (For specifics, please see our [Customer Support Policy](#)).

Nasuni's proactive approach to customer support has yielded industry-leading results in customer loyalty, industry awards and employee retention. Our philosophy: hire the smartest, most dedicated people who genuinely love what they do, then empower them to solve problems, be creative, and inspire their best work. The results? Our team consistently delivers outstanding levels of Customer Satisfaction (CSAT), repeatedly exceeding the highest response time Service Level Agreements (SLAs) in the industry, even earning the NorthFace ScoreBoard NPS Award in multiple years.



Nasuni provides superior innovation and excellence in product delivery and performance. They truly listen to the needs of their customers to deliver solutions that exceed expectations.

Steve Monforton
Managing Director of IT,
Environmental Systems Design

Benefits



Skills + passion

Nasuni support professionals are experts in storage, cloud, networking, virtualization, and security. They put to work for you their knowledge and passion for solving the most challenging problems.



Efficiency

With the help of advanced routing systems, Nasuni quickly directs support issues to the specialist best suited to respond to a particular problem. This means customers don't waste their time being transferred from one service representative to another, and Nasuni consistently responds to your questions quickly and efficiently.



Experience

With 100+ years of combined enterprise support experience, our experts are ready and waiting to provide award-winning support for our customers and every Nasuni product. From troubleshooting technical issues to providing strategic advice, we have the knowledge needed to help keep our customers running smoothly.



Global reach

In today's world, having fast and reliable customer service is essential. That's why we have established support hubs around the globe, so Nasuni is ready to respond 24 x 7 x 365.

Support team

100+

People-years of technical storage experience

9.6

Customer satisfaction

NPS award

NorthFace scoreboard NPS award for world-class customer service 2021-2023

98%

Meeting response time SLAs

For immediate severity one issues

Germany

+49 32 223270044

Singapore

+65 3105 1370

US

+1 857 444-8400

China

+86 400 842 7794

Australia

+61 2 4062 9333

New Zealand

+64 9 888 4052

UK

+44 20 8158 3080

India

+00 08 000 50371

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 that will work with you to ensure your success.

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



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nasuni.com

Nasuni is a scalable data platform for enterprises facing an explosion of unstructured data in an AI world, eliminating the choice between expensive tinkering or an overwhelming transformation of your entire data infrastructure.

The Nasuni File Data Platform delivers effortless scale in hybrid cloud environments, enables control at the network edge, and meets the modern enterprise expectation for protected, insight- and AI-ready data. It simplifies file data management while increasing access and performance.

Consolidate data, cut costs, and empower users – all while transforming your data from obstacle into opportunity.