

## Data Sheet

# 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.**

## 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.

## 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 and Tools**—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

Access to all new major and minor software releases are included with Nasuni Customer Support at no additional charge. 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.

### 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 ensure our customer base is safe from issues that have the potential of affecting our customers' experience.

As well, 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.

## Community Portal Resources

Our updated 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 gets you 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.

## Data Sheet *Customer Support*

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 Knowledgebase	Tap into online FAQs, technical articles, documentation, and tutorials to quickly troubleshoot issues.
Discussion Forum	Engage with Nasuni product management and customer support staff 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 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

(continued)

## Severity Definitions

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

Severity	Impact	Service Level
<b>1 Urgent</b>	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.
<b>2 High</b>	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.
<b>3 Important</b>	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.
<b>4 Normal</b>	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

[nasuni.com/customer-success](https://nasuni.com/customer-success)

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

*For Severity 2-4 Issues:* Support is available Monday 3am ET through Friday 7pm ET via our customer web portal, email, and phone.

## 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 the Role Contacts You
<b>Technical Support Engineer</b>	Troubleshoot all Nasuni customer support issues	Any technical issue	Respond to open technical support case
<b>Global Support Manager</b>	Manage Customer Support team	Technical support issues requiring additional resources or escalation	Respond to open technical support case or escalation request
<b>Technical Account Manager (TAM)</b> <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
<b>Professional Services (PS) Consultant</b> <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
<b>CAP Manager</b>	Manage Critical Account Process (CAP)	Questions regarding CAP; not a technical resource	Schedule CAP meetings and provide email updates
<b>Account Manager</b>	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
<b>Product Management</b>	Manage product roadmap and planning process	Feature requests, product capability inquiries	Respond to customer requests; collect product requirement feedback
<b>Customer Success Marketing Manager</b>	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

## Contact Us

[nasuni.com](http://nasuni.com)



Nasuni® is a file services platform built for the cloud, powered by the world's only global file system, UniFS®. Nasuni consolidates Network Attached Storage (NAS) and file server silos in cloud storage, delivering infinite scale, built-in backup, global file sharing, and local file server performance, all at half the cost of traditional file infrastructures. The Nasuni software-as-a-service platform is most often used for NAS consolidation; backup and recovery modernization; multi-site file sharing; and rapid, infrastructure-free disaster recovery, while also serving as a foundation for data analytics and multi-cloud IT initiatives.

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