

# Support Services

Unitrends™

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## DAZZLING CUSTOMER SUPPORT

Unitrends is a vertically integrated data protection company committed to delivering a superior customer experience, to lower our customer's total cost of operations, and to raise our customer's return on investment. In short, our goal is to allow our customers to focus on their business rather than focusing on data protection. Our customer support is a critical component of that integration.

Unitrends invests heavily in [customer support](#); we believe it is one of the things that sets us apart in terms of our success in delivering a solution instead of just a set of disparate products. We also don't offshore our customer support - we continuously re-invest in our support in order to meet our customer's high standards. We don't know of any other way to offer truly dazzling customer support.

Automated proactive monitoring is the latest example of our commitment to outstanding customer support. Beginning with our release 5, all of our support levels now include baseline automated proactive monitoring. Our appliances self-monitor themselves for certain early indicators of potential problems and once a day report back to our customer support center specific issues. Our customer support engineers categorize, monitor, and manage these events, flag critical events, and then as necessary open a case, call the customer, and begin the necessary steps to resolve the issue.

Unitrends has several support levels that allow each of our customers to achieve their unique business goals.

## SILVER SUPPORT

Our silver support level is our entry-level support service. It covers basic hardware, parts-level maintenance and covers firmware and software maintenance, upgrades, and new releases of our appliances and the software that we sell. All of our self-help materials are available and web- and telephone-based support is available from 8:00AM to 5:00PM (local time.)

Our silver level of support includes the following:

- Hardware parts warranty
- Next business day hardware parts replacement shipment
- E-notification of upgrades and new releases
- Firmware upgrades
- Software maintenance upgrades
- New software feature releases
- Access to training videos
- Access to our knowledge base
- Access to our support forums
- Access to our customer blog
- Web-based self-service support portal
- Telephone-based support

- Monday-Friday 8:00AM to 5:00PM (local time) support
- Support of the appliances and software that we provide
- Automated proactive monitoring (if enabled) of early indicators of issues
- One or three year engagement is available

### **GOLD SUPPORT**

Our gold support level includes all of the attributes of our silver level of support and includes 3-5 business day replacement unit quick shipment and assistance to the customer regarding the environment in which our appliances operate.

Our gold support level includes all of the attributes of our silver support level plus the following:

- 3-5 business day replacement unit quick shipment
- Customer LAN assistance
- Customer environment assistance
- Assistance with the customer's WAN for vaulting or cross-vaulting

### **PLATINUM SUPPORT**

Our platinum support level includes all of the attributes of our gold support level and includes RapidReplacement™ next-day replacement unit shipment (note: if used in concert with Vault2Cloud™ then the unit shipment occurs with the customer's appliance loaded), 7x24x365 support, dissimilar BareMetal driver identification, location, download, and installation from third-party sources, and annual call trending reporting and review upon request.

Our platinum support level includes all of the attributes of our gold support level plus the following:

- RapidReplacement™ next-day replacement unit shipment (note: if used in concert with Vault2Cloud™ then the unit shipment occurs with the customer's appliance loaded.)
- 7x24x365 support
- Dissimilar BareMetal driver identification, location, download, and installation from third-party sources
- Annual call trend report is available upon request
- Annual review of account is available upon request

### **BUSINESS CRITICAL SUPPORT**

Business critical support level is an a la carte offering of services that is custom quoted for special situations when customers require advanced support services. It includes all of the attributes of our platinum support level. It is custom quoted and may include an assigned account manager, proactive remote monitoring of our appliances and agents, periodic reviews, and biannual disaster recovery test planning/consultation.

Our business critical support level includes all of the attributes of our platinum level plus the following:

- An assigned support account manager
- Support manager remote monitoring of appliance and agents
- Monthly call trend report
- Monthly review of account
- Weekly review of account
- Monthly review of all strategies
- Monthly health-check review
- Biannual disaster recovery test planning/consultation
- Quarterly engagement is available (not just one- and three-year engagements)

### UNITRENDS MATRIX OF SUPPORT OPTIONS

Legend: ● Standard    ⌘ Optional    ∅ Not Available

Maintenance, Support, and Warranty	Silver	Gold	Platinum	Business Critical
<b>Information</b>				
Training Videos	●	●	●	●
Knowledge Base	●	●	●	●
Customer Blog	●	●	●	●
<b>Firmware and Software Upgrades</b>				
E-notification of upgrades and releases	●	●	●	●
Firmware upgrades	●	●	●	●
Software maintenance upgrades	●	●	●	●
New software feature releases	●	●	●	●
<b>Hardware</b>				
Hardware parts warranty	●	●	●	●
Next day shipment parts replacement shipment	●	●	●	●
3-5 business day replacement unit quick shipment	∅	●	●	●
RapidReplacement™ next-business day unit shipment	∅	∅	●	●
<b>Responsive Support</b>				
Support forums	●	●	●	●
Web-based self-service support portal	●	●	●	●
Telephone support	●	●	●	●

Maintenance, Support, and Warranty	Silver	Gold	Platinum	Business Critical
Monday-Friday 8:00AM to 5:00PM support	●	●	●	●
Standard SLA response	●	●	●	●
Support of the appliances and software we provide	●	●	●	●
Customer LAN assistance	∅	●	●	●
Customer environment assistance	∅	●	●	●
Customer WAN assistance	∅	●	●	●
24x7x365 support	∅	∅	●	●
Dissimilar BareMetal driver identification, location, download, and installation from third-party sources	∅	∅	●	●
Assigned support account manager	∅	∅	∅	●
Support manager remote monitoring of appliance and agents	∅	∅	∅	●
<b>Proactive Support</b>				
Automated proactive monitoring (if enabled) of early indicators of issues	●	●	●	●
Monthly call trend report	∅	∅	∅	●
Monthly review of account	∅	∅	∅	●
Weekly review of account	∅	∅	∅	●
Monthly review of all strategies	∅	∅	∅	●
Monthly health-check review	∅	∅	∅	●
Biannual DR test planning/consultation	∅	∅	∅	●
<b>Engagement Period Available</b>				
Three-year engagement available	●	●	●	●
Year-by-year engagement available	●	●	●	●
Quarter-by-quarter engagement available	∅	∅	∅	●

### How Do I Find Out More About Unitrends Support?

Simply contact us at [US] 866.359.5411 or at [sales@unitrends.com](mailto:sales@unitrends.com)

You can also find out more by going to <http://www.unitrends.com>.