

Renewing Your Unitrends Support Agreement

Continue to reap the benefits of Unitrends 98% Customer Satisfaction Rate

You're faced with more complexity, exponential data growth, more security risks, yet you have less money and fewer people. You need to deal with the proliferation of ransomware and cyberattacks. Your IT challenges continue to evolve with both cloud and hardware-based solutions. Maintaining your partnership with Unitrends allows us to help you deal with all the obstacles you face in your ever-changing digital world.



My experience was beyond expectations once again. Thankful for the in-depth knowledge of the support staff with our product. I really did not expect support this good.

Jason Hoagland
MED Institute, Inc.



Renew Your Support Agreement to Keep Your Business Up and Running

As your data and IT complexity continue to expand, Unitrends provides you with access to continuity experts whose goal is to delight you, the customer. Not only does Unitrends Support address your concerns whenever an issue arises, we also teach and empower you along the way.

By renewing your Unitrends Support agreement you will continue to tap the comprehensive functionality offered by our all-in-one enterprise backup and continuity solution. Your renewal also gives you the assurance that you'll have access to software updates, new releases and patches.


The Unitrends Customer Support team includes engineers, business experts, and customer service specialists, all with years of experience and a shared passion for business continuity. They understand the ever-changing challenges of data protection and readily respond to dynamic customers' needs. Our team is committed to delivering the highest value to our customers.



Customer Rating — Based on Customer Feedback Case Quality Scores

Proactive Monitoring	Expedited Response Time	Comprehensive Follow-up
9.5/10	9.3/10	9.5/10

Customer Feedback

<p style="text-align: center;">VERICOM</p> <p>"Your level of attention to detail and the fact that I am contacted about issues with my system before I even know about it is absolutely amazing. As a 1 person IT shop I unfortunately don't have the time or ability to monitor every device all the time and often times most systems that have issues go unnoticed until they become larger issues but not with our Unitrends backup appliance and the help of the Unitrends support team. You guys are great!"</p> <p>Shannon Jones Vericom Global Solutions</p> <p style="text-align: center;"></p> <p>"You guys are proactive. I didn't even know I had a problem. You identified a failing hard drive and got me a replacement almost overnight. In addition, you cleaned up my missed jobs and got my backups running again."</p> <p>Jason Stenklyft Government Contracting Services</p>	<p style="text-align: center;">LOTTE DUTY FREE</p> <p>"The customer service I received was extraordinary. Responses were fast and thoroughly explained what I needed to do on my end."</p> <p>Andrew Sablan Lotte Duty Free</p> <p style="text-align: center;"></p> <p>"Fast response to my case - wow. I couldn't have asked for better service. Patrick was very knowledgeable, friendly and helpful."</p> <p>Bee Grubb Gustave A. Larson</p> <p style="text-align: center;"></p> <p style="text-align: center;">MODERN BANKING SYSTEMS</p> <p>"As Always. Very helpful, fast and courteous."</p> <p>Reggie Winn Interstate Business Equipment, Inc./ Modern Banking Systems</p>	<p style="text-align: center;"></p> <p>"Support was fantastic at helping with this case - he was regularly providing comprehensive updates and advising on the best course of action.</p> <p>Throughout the WebEx sessions, He explained what needed to be done prior to taking the action, and took his time to ensure I fully understood his reasons. Sean was fantastically helpful on this case."</p> <p>Haiden Fearon Manchester United FC</p> <p style="text-align: center;"></p> <p style="text-align: center;">Commission scolaire de l'Or-et-des-Bois</p> <p>"Did not take long to fix the issue, agent was awesome on follow up calls."</p> <p>CSOB Daniel Vachon</p>
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Renewal Benefits	Renewal Value for You
Best-in-Class 24/7 Customer Support	With a 98% Customer Satisfaction Rating, Unitrends Customer Support team is always by your side. Whether you need help setting up your backup schedule, protecting applications like Office 365, recovering from a disaster with spin-up in the cloud, or issues with your Recovery Series Appliance, you can be confident that our team of engineers, business experts, and customer service specialists will be there to lend a guiding hand.
Predictive Analysis to Head Off Hardware Failure	Our Proactive Monitoring system is designed as a gateway to observe and anticipate hardware malfunctions before they happen. Our expert team will receive an alert if your Recovery Series hardware is experiencing an issue and will reach out to you to correct the problem before it impacts your backup.
24/7/365 Cloud and Disaster Recovery Services	<p>For our Cloud customers who renew their agreement, the Unitrends Cloud Operations team supports set up and management of your data and recovery in the Unitrends Cloud. Forever Cloud customers receive long term retention in the cloud, reducing their on-premises storage footprint and simplifying compliance requirements.</p> <p>Disaster Recovery as a Service (DRaaS) customers receive expert DR services from Unitrends for rapid spin-up of business critical virtual machines in the cloud. DRaaS customers benefit from an industry-leading 1 hour Service Level Agreement (SLA) guaranteeing that the cloud virtual machines will be operational within an hour from the declaration of a disaster.</p>
Pledge Agreement	Customers covered by a support contract are eligible to purchase membership in the innovative Unitrends Pledge program. Pledge is a scheduled hardware replacement program that maintains your Recovery Series appliances at no additional cost, giving your organization cost certainty in regard to hardware updates.
Access to New Features and Upgrades	With an on-going emphasis on product improvement, Unitrends engineers are always updating and improving both our backup appliances and cloud solutions based on your feedback. Your on-going support contract ensures that you get access to new software developments and upgrades as they become available.
Security Updates	By running on a hardened Linux platform, Unitrends backup appliances are resistant to malware and ransomware attacks. In the rare event that a security patch is needed, you get free access to the fix as part of your ongoing support agreement.
Customer Portal, Knowledge Base & Community	Renewing continues your 24/7 access to the Unitrends Customer Portal with an in-depth Knowledge Base, Technical Library, Unitrends Community (engage in open discussions with our support team and other customers), Live Chat expertise, Video Tutorials, Downloads, (agents, product trials, and updates) and the capability to add or monitor a Support Case.



[] liked the fact that I was contacted by support indicating an issue before we were even aware of a drive failure..

Darlene Rodeheaver
Sonit Systems LLC

