

UNITRENDS SUPPORT OVERVIEW DATA SHEET

Backup, Archiving
& Disaster Recovery

CUSTOMER-OBSESSED CARE

Striving for 100% customer satisfaction.

Unitrends' investment in customer support sets us apart. It is our support team that makes us more than a product: we are your partner in data protection. The Unitrends support team is regionally based and available 24x7.

“Unitrends support is great—they have saved the day multiple times.”

John L. Brown,
Northeast Missouri
Health Council

How the right support plan can help your business:

- 1. Do you have critical data and applications that need to be available for business continuity?** Sleep better at night knowing that the Unitrends support team is available 24x7 to assist with backup or recovery issues.
- 2. Does your IT budget have limited cash flow?** Purchasing support on an annual basis allows for predictable budget planning.
- 3. Do you have limited IT staff?** Unitrends support has a record of solving issues quickly—with an average 98% customer satisfaction rate. Free your IT staff to focus on what matters most to your business, not your backup.

SUPPORT PLANS for Recovery-Series Appliances and Unitrends Enterprise Backup™ (Enterprise Edition)	Gold	Platinum	Premier
INFORMATION			
Training Videos	✓	✓	✓
Knowledgebase	✓	✓	✓
Customer Blog	✓	✓	✓
FIRMWARE AND SOFTWARE UPGRADES			
E-notification of upgrades and releases	✓	✓	✓
Firmware upgrades	✓	✓	✓
Software maintenance upgrades	✓	✓	✓
New software feature releases	✓	✓	✓
RESPONSIVE SUPPORT			
Free membership to forums	✓	✓	✓
Web-based self-service support portal	✓	✓	✓
Telephone support	✓	✓	✓
Monday-Friday 8:00 AM to 5:00 PM customer's local time	✓	✓	✓
24x7x365 support response		✓	✓
Enhanced SLA response		✓	✓
Customer LAN assistance		✓	✓
Customer environment assistance		✓	✓
Customer WAN assistance		✓	✓

SUPPORT PLANS for Recovery-Series Appliances and Unitrends Enterprise Backup™ (Enterprise Edition)	Gold	Platinum	Premier
Dissimilar BareMetal driver identification, location, download, and installation from third-party sources		✓	✓
Named support account manager			✓
Support manager remote monitoring of appliance and agents			✓
PROACTIVE SUPPORT			
Automated proactive monitoring (if enabled)	✓	✓	✓
Monthly call trend report			✓
Monthly review of account			✓
Weekly review of account			✓
Monthly review of all strategies			✓
Monthly health-check review			✓
ENGAGEMENT PERIOD AVAILABLE			
1, 3, and 5 year engagements available	✓	✓	✓
Quarter-by-quarter engagement available			✓



Unitrends was a finalist in 2013 "Best Customer Experience" from International Customer Management Institute (ICMI)

Additional Options for Recovery-Series Physical Appliances	Gold, Platinum, and Premier Support Plans	Add-on Recovery- Series Pledge Plans	Add-on Recovery Series Pledge Plus Plans
Hardware parts warranty	✓	✓	✓
3-5 business day replacement unit quick shipment	✓		
RapidReplacement™ next-business day unit shipment*		✓	✓
4th-year replacement of appliance with equivalent storage appliance		✓	
4th-year replacement of appliance with up to 100% larger storage appliance			✓
One, three and five year engagement available		✓	✓

Unitrends Enterprise Backup™: Trial and NFR Editions	Trial	Not for Resale (NFR)
Access to online support tools (training videos, knowledgebase, user forums, etc.)	✓	✓
Software maintenance upgrades with email notifications	✓	✓
New software releases	✓	✓
Chat support	✓	✓
Web-based self-service support portal	✓	✓
Email support	✓	✓
Telephone Support	M-F 8am - 5pm (Eastern U.S. Time)	M-F 8am - 5pm (Eastern U.S. Time)

*RapidReplacement shipments are processed and dispatched from the Unitrends facility the next day after the ticket is resolved, and shipped to you at standard speed.

Want to see Unitrends technology in action? [Watch a demo](http://www.unitrends.com/product-demo) (www.unitrends.com/product-demo).