

# Druva Premium Support

Companies can no longer rely solely on the data center to ensure centralized data availability and protection. A controlled environment behind the corporate firewall has given way to a mass dispersion of data brought on by the mobile workforce. Today, 40% of corporate data resides on laptops, mobile devices, and in the cloud. This loss of visibility and control introduces threats to data protection, business continuity, and employee productivity. Companies are feeling this pain, and require a new approach.

## Commitment to customer success

The Druva Premium Support team ensures that your organization is taking full advantage of the customized support services we deliver. Designed to enhance efficiency and reduce risk, Premium Support connects your team with the domain expertise of our senior support engineers as well as a designated Technical Account Manager. Working together, they become very familiar with the needs of the business as well as the specifics of the deployment within your unique production environment. This close alignment will ensure a support experience with a more personal touch, providing accelerated case resolutions, and increasing the overall success of the implementation.



### Premium support benefits

- Prioritized case assignment and enhanced service levels
- 24 x 7 x 365 direct engagement by senior engineers
- Named support engineer
- Maximize product value
- Maximize operational productivity
- Dedicated Premium Support team

## Services overview

- **Support:** Druva Premium Support offers faster response times and provides direct and immediate access to Senior Support Specialists for any support issues, allowing you to get maximum value from your Druva investment while minimizing operational costs and recurring problems.
- **Named support resource:** A designated support engineer, with knowledge of your environment and business goals, manages your support experience, provides case escalation management, service reviews, and expert sessions.
- **Proactivity:** Remove potential risk by ensuring that a team of experts is in place to see potential issues before they arise.

## Online resources

- Customer success portal and communities
- Access to knowledge base portal
- Webinar access

## Named support resource engagement

- A deeper understanding of your environment for improved diagnosis and resolve incidents more efficiently
- Proactive case management
- Named support resource is SPOC for your designated customer success manager
- Weekly status calls
  - Support ticket analysis identifying possible service impacting issues
  - Overall ticket volume and type
  - Escalation status of critical issues

\*Clients can easily follow up on support tickets via email.

## Support level

### Premium access to support

- Access to senior technical support
- Access to experienced engineers
- Priority response times
- Aggressive SLAs
- 24x7x365 support
- Via chat, phone & community portal\*

| Priority        | Description   | Initial response time | Follow-up time |
|-----------------|---|-----------------------|----------------|
| <b>Critical</b> | The Druva product is unavailable which critically affects your production environment. You observe a complete loss of service. A workaround is not yet available.   | 30 minutes            | 2 hours        |
| <b>High</b>     | The Druva product is affected, and your production environment is running but impacted. You observe a severe loss of service. A workaround is not yet available.  | 1 hour                | 4 hours        |
| <b>Medium</b>   | A function in the Druva product has failed; however, your production environment is not affected. You observe a minor loss of service. Druva Support is aware of the issue and a workaround is available.   | 2 hours               | 12 hours       |
| <b>Low</b>      | No impact to the functionality of the Druva product and to your production environment or business. This includes requests about the Druva product, such as an enhancement, information, documentation, and how-to questions. You observe no loss of service. | 4 hours               | 24 hours       |

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