

DATASHEET

World-Class Customer Satisfaction (NPS 93, CSAT 98%)

- Global coverage
- Fast problem resolution times
- Seamless escalations

High-Touch Model

- Proactive troubleshooting
- Extension of your IT staff
- Customized for your environment

Product Maturity

- >90% of issues are not product-related
- Hardware failure rates are below industry averages
- Real-time proactive alerting

Customer-First Approach

- Always ready to engage
- Customers are #1 in our Engineering team priorities
- Executive support for “whatever it takes”

“Support has been enterprise level. Datrium even spotted a problem occurring with another vendor and called immediately.”

Bobby Phimmasane

Director of IT, Competitor Group

“Hands down, I would have to tell you that I have never received better support from any organization in my 35 years in IT – ever!”

Darel Stokes

IT Director, Panda Energy

Datrium Technical Support has a Net Promoter Score (NPS) of 93 and an overall customer satisfaction score (CSAT) of 98%. Customers rate their support experience on surveys following the closure of each customer service request.

Our Technical Support organization is highly proactive in identifying and investigating potential problems. Automatrix monitoring and alerting is integrated with our support systems, enabling us to identify issues and reach out to customers before they're aware of the problem – 70% of our cases are proactive.

Our resolution process is holistic and includes the entire data plane from primary storage, backup, disaster recovery, encryption, and mobility across the data center and hybrid cloud. Datrium is an active TSANet member, so we can initiate multi-vendor support cases when needed to resolve issues quickly.

Our Technical Support and Engineering staff have decades of expertise in virtualization, networking, storage, and compute. We're well versed in the art of troubleshooting servers, network components, virtualization hosts, and storage systems. When we suspect there's a hardware problem, we troubleshoot down to the Field Replacement Unit (FRU) level and gather the required data (symptoms, logs, and troubleshooting steps) and use that information to facilitate a parts replacement dispatch.

If the suspect hardware was sold through Datrium, we handle every step of the replacement process by managing the interactions and SLA achievement with the hardware vendor. Datrium is the single point of contact throughout the resolution and verification process.

If the suspect hardware was purchased separately (from a non-Datrium source), we remain deeply engaged by providing the customer with all the necessary information to support the conclusion that there is a hardware fault. If desired, we'll interact with the hardware vendor jointly with the customer or on the customer's behalf if the customer either facilitates the connection or names Datrium as an authorized caller to their service contract.

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“With Datrium, we get the right people on the line rapidly. Support is phenomenally good.”

Benjamin Craig

EVP and Chief Information Officer, Northrim Bank

Support Offerings

Premium Technical and Software Support	Hardware Support	Geographical Support
<ul style="list-style-type: none">• Unlimited Remote Technical Support<ul style="list-style-type: none">- 24/7 support for Severity 1 issues- Regular business hours monitoring for non-critical events• Proactive Systems Health Monitoring<ul style="list-style-type: none">- 24/7 monitoring for critical events• 24/7 Support Portal Access<ul style="list-style-type: none">- Documentation, Knowledge Base, Case and Installation Management• Software Updates<ul style="list-style-type: none">- Access to major, minor, maintenance, and patch releases via product GUI	<ul style="list-style-type: none">• Datrium Data Node<ul style="list-style-type: none">- Four-hour parts delivery- Next Business Day parts delivery- Optional Spares Kit- On-site spares kit for Field Replacement Units (FRUs)• Datrium Compute Node<ul style="list-style-type: none">- Four-hour parts delivery and replacement- NBD parts delivery and replacement• Optional Non-Returnable Disk Service	<p>Datrium can provide parts and onsite support throughout:</p> <ul style="list-style-type: none">North AmericaEuropean UnionUnited KingdomAustraliaNew Zealand <p>For other geographies, we typically work with Datrium Partners (VARs) to satisfy local field service needs.</p>

Datrium Customer Service Contacts

Email

support@datrium.com – email will create a case

Support Portal

<https://support.datrium.com/login>

Phone

+1 (844) 876 7877 (U.S.)
+44 1908 410732 (U.K.)
+61 2 8294 4835 (Australia)

24x7 Technical Support with Live Transfer

On-call (Severity 1) — typical response time is less than 5 minutes

