

NASUNI'S SUPPORT DATA SHEET

Superior Support – A Hallmark of Nasuni Service

Nasuni offers best in class support to both customers currently evaluating Nasuni's Services and customers in full production deployments. We've helped a multitude of global enterprises simplify their storage infrastructure, ensure business continuity and reduce costs.

Our Commitment to You

Your success drives our ability to innovate new storage services and solutions that enable you to keep pace with today's hyper-growth environments. We put in place the right people and processes to guarantee a successful Nasuni experience.

People

Nasuni delivers to you experts steeped in storage, networking, and security to solve even your most challenging storage issues.

Processes

Nasuni offers an array of tools and processes to best support you through your process of evaluating, deploying and maintaining optimum performance of our Service.

Over 80% of our support cases are solved proactively – even before our customers know that there was any issue. Given that our Service is meant to run as a lights-out operation, proactive monitoring and management of the Service and its components is in our hands, relieving you to focus on more value-add services for your organization. As part of our customer satisfaction mantra, we proactively monitor response times and send customer evaluation surveys after every case resolution – ensuring that we meet our commitment to you.

Overview of Nasuni Support

Expert Assistance

Nasuni offers 24/7/365 support for full production customers and for evaluation customers we offer our standard call center hours. Our US-based Support Center is available to take calls Monday through Friday, 9:00 am to 6:00 pm, Eastern Time. For urgent issues, our on-call Support staff fields inbound requests 24x7, 365 days a year. Our staff have extensive knowledge of the components of Nasuni's Service and receive continuous training in the latest enhancements to our offering. Support has a direct line of contact with our 100% US-based development team, ensuring that your case is resolved in as efficient a manner as possible.

Software Upgrades and Updates

New software releases, such as corrections, modifications and/or enhancements, are available at no charge for supported Nasuni Filers. Software updates can be automated within Nasuni's storage controller, or be scheduled at your convenience. There may be major upgrades or additional Services offered that are priced separately or will require additional fees.

Self-Service Resources

Nasuni's Technical teams have developed an extensive resource library available on demand at your convenience. Nasuni's online Support Portal provides you with the flexibility and speed to get answers fast.

Online Resource Portal

For those evaluating Nasuni or who are new to the Nasuni family, we offer an online portal with extensive How To guides, videos and tutorials to ensure you are up and running quickly and with ease.

Knowledge Base

Tap into additional online technical resources, such as FAQs, technical articles, and tutorials, to help troubleshoot issues. Or become an active member of our community and add a question or comment on our Community Forum.

Case Management

Quickly create new support cases, receive automated case reference IDs, read case details and updates, upload troubleshooting attachments and more.

Coupled with Customer Success

Because Nasuni delivers our storage solution to you as a service, our Support Team works closely with our Customer Success counterparts to ensure your organization is optimizing its use of Nasuni’s Service not only at the beginning of your engagement but as your organization’s data grows and your needs change and expand.

As part of your annual service, you are assigned Customer Success manager who will work with you to ensure your initial roll out is going smoothly. Within your first 90 days, Customer Success will connect again to ensure that your Nasuni Service is optimized. They can evaluate with you overall growth patterns, as well as review new software updates that may have since been released since your initial purchase. During your annual service engagement, you will also receive updates and invitations to customer-only events that review new functionality and features that enhance your existing service.

Nasuni’s Best-in-Class Support Terms

The following table identifies the benefits that are provided with Nasuni’s annual terms of service contracts.

SUPPORT AGREEMENT BENEFITS*	SUPPORT HANDLING AND RESPONSE TIMES
Support Center Hours, Monday – Friday, 9:00 am - 6 :00 pm EST - availability for Remote Support for Service, Software & Hardware	Included in annual contract for Service
*24/7/365 availability for Remote Support for Service, Software & Hardware	Included in annual contract for Service (for Severity 1 issues)
Proactive Monitoring, Automatic Alerts & Remote Diagnostics	Active alerts are an integral part of the Nasuni Filer – various alerts are sent to Nasuni or your site with issue or update information
Software Updates	Automatic or scheduled at customers’ discretion
Self-Service Tutorials & Resources	On Demand 24/7 access
Knowledge Base Access	On Demand 24/7 access
Case Management	On Demand 24/7 access to ticket submission, real-time updates
Community Forums	On Demand 24/7 access
*Target Response Objective for Remote Technical Support for Software & Service	Severity 1 issues: 2 hours Severity 2 issues: 2 business hours Severity 3 issues: 4 business hours Severity 4 issues: 1 business day
**Target Response Objective for On Site Technical Support for Hardware	Within one business day. If necessary, technicians are on call to help replace hardware parts.

*These benefits are available to customers using either the virtual or physical appliances and off hours support are based on the severity issues as outlined below.

**The above features are included only with the hardware appliance option of the Service deployments.

Nasuni hardware is under warranty for 3 years. Extended warranties are not available at this time.

Severity Definitions

SEVERITY	IMPACT	RESPONSE
"1" Urgent	Nasuni Service or Filer is down, unable to serve data, is in a frequent or repeating "Panic" or "Hang," or is in a state of degraded performance to prevent normal business operations.	Within two (2) hours of receiving a case, Nasuni will initiate a problem assessment and establish the severity level required. Continuous follow-up will occur at regular intervals for as long as the issue remains open. In the event the problem could not be reproduced or diagnosed, the response will indicate such and recommend actions to help in the diagnosis or request additional information. Continuous effort will be used to resolve the issue.
"2" High	Nasuni Service or Filer is experiencing an infrequent, isolated or intermittent "Panic" or "Hang," or is in a state of degraded performance that allows business operations to continue but at an inconsistent or less than optimal rate	Within two (2) business hours of receiving the problem report, Nasuni will initiate problem assessment and establish the severity level required. Continuous follow-up will occur at regular intervals for as long as the issue remains open. In the event the problem could not be reproduced or diagnosed, the response will indicate such and recommend actions to help in the diagnosis or request additional information. Continuous effort will be used to resolve the issue and Nasuni will provide the final form of fix either in the form of a patch or in the next succeeding update.
"3" Important	Nasuni Service or Filer is experiencing an issue, anomaly, or cosmetic defect that inflicts little or no business impact, and where a viable and mutually agreeable workaround or hardware/software upgrade exists to mitigate the problem.	Within four (4) business hours of receiving the problem report, Nasuni will initiate a problem assessment and establish the severity level required. Follow-up will occur at regular intervals for as long as the issue remains open. In the event the problem could not be reproduced or diagnosed, the response will indicate such and recommend actions to help in the diagnosis or request additional information. Resolution will depend on the specific issue under question and will remain open until resolved.
"4" Normal	Requests for information regarding the installation, configuration, use and maintenance of your Nasuni Service or equipment. This includes administrative inquiries and return materials authorization (RMA) information. There is no impact to your production systems or business operations.	Within one (1) business day of receiving the problem report, Nasuni will initiate a problem assessment. Follow-up will occur at regular intervals for as long as the issue remains open. In the event the problem could not be reproduced or diagnosed, the response will indicate such and recommend actions to help in the diagnosis or request additional information. Resolution will depend on the specific issue under question and will remain open until resolved.

Nasuni reserves the right to work with the customer to re-prioritize a problem report to make it consistent with these guidelines.

We're Here for You

Our goal is to provide a superior level of service and support as part of your Nasuni experience. If you need assistance finding information, optimizing Nasuni for your environment, expanding your Nasuni Service to multiple offices, or want to enquire about additional services available, contact our Support team at support@nasuni.com.

Contact Support

For Severity 1 issues – Phone support available on-demand 24/7/365

For Severity 2-4 issues – Phone support available Monday – Friday 9 AM – 6 PM EST*

**excluding office closures for holidays or unforeseen circumstances (weather, power outage, etc.)*

PHONE: 1.888.6NASUNI (1.888.662.7864)

EMAIL: support@nasuni.com

WEB: <http://support.nasuni.com>

Some resources may only be accessible if you're logged into your MyNasuni account.

About Nasuni

Nasuni, the next-generation enterprise storage provider, delivers Data Continuity Services that offer a new breed of data protection, accessibility and support to organizations that require their data be available 100 percent of the time with no risk of data loss. Nasuni's storage services network offers IT an all-in-one solution that unifies primary data storage, offsite disaster recovery, and data backup with a 100 percent reliability guarantee that is supported by the storage industry's most stringent service level agreement. With Nasuni, organizations can simplify IT, ensure business continuity, and reduce the total cost of storage. For more information, visit www.nasuni.com.

Storage you can use. Services you can rely on.

View Legal Policy, Terms of Service, and Service SLA for specific definitions, responsibilities and exclusions. Service and product offering descriptions may change without notice.

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