Cloudian Premier Support Services

Cloudian Customer Success Management (CSM) offers you a personal service that delivers proactive analytics and insight in weekly reporting. You also benefit from a focussed look at your cluster's SmartSupport data and any support tickets raised. Our CSM team also offers consultation on how to maximise you cluster performance, advise on current and prospective use case efficiency, and share Cloudian Product Roadmap information to help you plan better for the future.

Cloudian Premier Support Offerings

Customer Success Management
Driving resolution for support cases as they are logged, offering oversight of all open cases.

Upgrade Assistance
Remote assistance for software updates, Add/Remove Node, Firmware updates.

CSM Escalation
Customer Success Manager coordinated support – Primary Point of Contact.

CSM Monitoring & Reporting
Customer Success Analyst (CSA) monitoring of daily SmartSupport data, weekly personalized reports of cluster performance.

CSM Quarterly Review
Quarterly review meeting to discuss: Support tickets and CSAT, cluster performance, capacity trends, and future usage plans.

CSM Consultation & Planning
Your CSM and Sales Engineer (SE) will advise on best practices, technical guidance and knowledge transfer, storage and/or redundancy policies, and advise on recommended changes. On-site workshop with CSM and SE to assess customer objectives and identify beneficial cluster config changes. Product Roadmap to highlight improvement opportunities.

Notes:

1. Severity levels are defined as:
   S1: Production system is non-operational, corruption or inability to read/write data, security violation
   S2: Restricted operations due to service loss, severe performance problems, system down issue with workaround
   S3: Question / inconvenience — limited loss with minimal service operations impact

2. Option to keep rather than return defective drives for an additional fee. Requires valid support entitlement and provide a certificate of destruction for the stated media. Replacement HDD or Flash drives are provided with no obligation to return the failed drive; replacement drives are supported under the entitlement of the system.

3. Field technician support provided for replacement of defective part(s). Request must be submitted by 3:00PM local time for service the following business day.

Enterprise-Class Support
Cloudian offers enterprise-class customer support to ensure your success.

1. Cloudian includes hardware warranty support with HyperStore 1600, HyperStore 4100/4500, HyperStore Flash 1000, and HyperFile 1000 appliances.

2. Standard support includes access to Cloudian online Support Portal and Community Forum as well as Smart Support.

3. Advanced replacement of appliance parts includes hard drives, power supplies, fans, and/or memory.

4. Add-on options include onsite spares and next-business-day technical support with trained field technicians dispatched to the deployment site for onsite service provision.