

Druva Business-Critical Support

Meeting the needs of our customers

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 Support team ensures that the business-critical issues are addressed for your organization. Druva Support connects your team with the domain expertise of our knowledgeable support engineers for a personalized approach to becoming your organization's Druva expert. In addition, browse our extensive library of support and training materials, professional services info, documentation, and community links that are accessible via our Customer Success portal.

Services overview

- **Support:** Business-critical case management assistance that improves productivity and accelerates solutions. Issues that are encountered are resolved on an aggressive support priority basis ensuring maximum uptime and customer satisfaction.
- **Knowledge:** Best practices are harnessed throughout each touch point, ensuring a successful and efficient experience with our team.
- **Proactivity:** The support team ensures that organizations have a team in place with the necessary domain expertise to reduce risk and help clients save time.

"Our interaction with Druva support has been fantastic. Typically within an hour we get a response about the issue and I don't think we've had a ticket last more than 24 hours. We've never felt like a small fish in a big pond."

— Craig Guinasso, Chief Security Officer,
Genomic Health

"Druva has been a close partner for four years now and they've been a great help in expanding our organization. In the rare times, we have a technical question, their support team responds quickly, clearly has the in-depth technical knowledge to understand our issue, and always resolves it rapidly to keep our systems running smoothly."

— Jason Hood, Vice President of
Information Technology and Security,
OnPoint Group

88 NPS score

Support benefits

- Customer success through rapid resolution
- Services provided by teams of technology experts
- Enhance product value for your business
- Enhance operational productivity for your team

"Druva's customer support team has proven to be reliable, attentive and a great partner for ensuring the ongoing success of Rosendin's cloud backups."

— Paul Ewing, Director of IT Infrastructure,
Rosendin Electric

Online resources

- Customer success portal & communities
- Access to knowledgebase portal
- Webinar access

Multi-channel support

- 24x7x365 support
- Via chat, phone & Community Portal*

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

Support type		Business-critical	
Priority	Description	Initial response time	Follow-up time
Critical	The Druva product is unavailable which critically affects your production environment. You observe a complete loss of service. A workaround is not yet available.	1 hour	4 hours
High	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.	2 hours	8 hours
Medium	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.	4 hours	24 hours
Low	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.	8 hours	48 hours



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Druva™ delivers data protection and management for the cloud era. Druva Cloud Platform is built on AWS and offered as-a-Service; customers drive down costs by up to 50 percent by freeing themselves from the burden of unnecessary hardware, capacity planning, and software management. Druva is trusted worldwide by over 4,000 companies at the forefront of embracing cloud. Druva is a privately held company headquartered in Sunnyvale, California and is funded by Sequoia Capital, Tenaya Capital, Riverwood Capital, Viking Global Investors, and Nexus Partners. Visit [Druva](https://druva.com) and follow us [@druvainc](https://twitter.com/druvainc).