

Druva Enterprise Support Program

Focus on your business, not your data protection

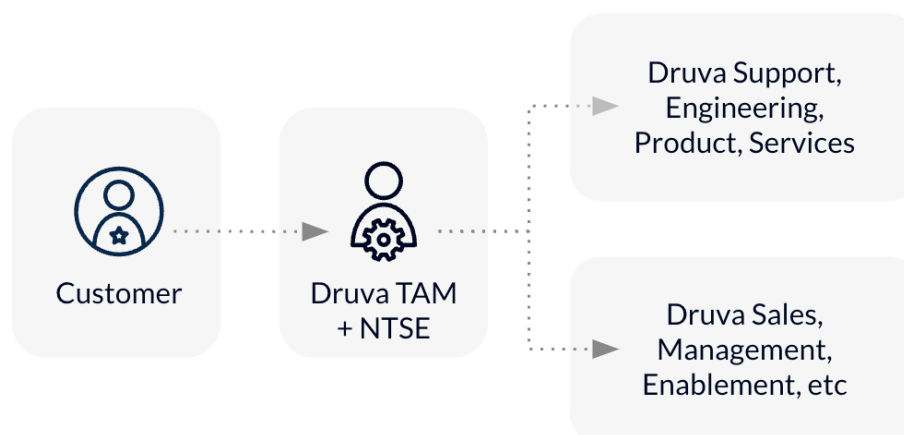
Druva Enterprise Support offers 24/7 expertise from a dedicated Named Technical Support Engineer, with proactive issue prevention, and personalized guidance from a dedicated Technical Account Manager. We help you maximize performance, reduce risks, and ensure compliance — so you can rest assured your data is always safe and secure.

Engagement model

The Druva Enterprise Support program is an annual engagement designed to provide customers with a Named Technical Support Engineer (NTSE) and Technical Account Manager (TAM). This is an outcome-driven program that ensures you achieve your desired business goals from Druva as a platform.

Key Benefits

- **Dedicated support team:** A dedicated team of experts, including a named technical support engineer and a Technical Account Manager (TAM), focused on your success.
- **Proactive expertise:** Our seasoned engineers proactively monitor your environment and address potential issues before they impact your business.
- **Personalized guidance:** Receive strategic, tailored advice from your dedicated TAM throughout your entire Druva journey.
- **Accelerated success:** We provide proactive guidance to help you quickly adopt new features and unlock the full potential of the Druva platform.
- **Faster resolution:** Experience reduced response and resolution times with personalized troubleshooting and root cause analysis.
- **Optimized performance:** We ensure your technical configurations and integrations are optimized for maximum efficiency.
- **Strategic planning:** Benefit from strategic planning and risk assessment to align your data protection strategy with your business goals.
- **Dedicated advocacy:** Your TAM acts as your advocate within Druva, ensuring your needs are prioritized and your voice is heard.



Key Druva Enterprise Support deliverables and activities

Dedicated access to Druva Technical Account Manager (TAM) to assist with the following deliverables

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| Accelerate adoption | <ul style="list-style-type: none"> ● Assist during account growth and expansion ● Drive feature adoption ● Train your team for faster value realization |
| Customer health | <ul style="list-style-type: none"> ● Semi-annual comprehensive tech health assessments ● Optimization best practices ● Analyze consumption usage patterns and predict requirements ● Quarterly tech workshops ● Monitor key business metrics |
| Security-focused | <ul style="list-style-type: none"> ● Annual security gap assessments ● Security response simulations to test and strengthen recovery capabilities ● Annual recovery playbook reviews and recommendations ● Partner in BCP planning including recovery strategy ● Drive security best practices and adoption |
| Customer advocacy | <ul style="list-style-type: none"> ● Proactive customer engagement ● Proactive escalation management ● Quarterly business reviews ● Monthly reporting on key metrics and SLAs ● Early access programs |

Dedicated access to Druva Named Technical Support Engineer (NTSE) to assist with the following deliverables

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| Concierge support | <ul style="list-style-type: none"> ● 24/7/365 access to Premium Support ● Enhanced SLAs ● Managed Data Detection & Response (MDDR) ● Priority escalation support ● Proactive RCA delivery for critical issues |
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Service scope

Druva Enterprise Support Program provides a dedicated Technical Account Manager (TAM) resource for 10 hours per month (up to 120 hours per year), yearly or multi-year engagement along with a Named Technical Technical Support Engineer (NTSE). Customers will have the option to purchase additional TAM hours as required. The Druva TAM and NTSE are shared resources operating in-region during normal business hours in accordance with customer availability. During non-business hours, the customers will have the option to leverage Druva Support to address any business exigencies.

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Druva is the leading provider of data security solutions, empowering customers to secure and recover their data from all threats. The Druva Data Security Cloud is a fully managed SaaS solution offering air-gapped and immutable data protection across cloud, on-premises, and edge environments. By centralizing data protection, Druva enhances traditional security measures and enables faster incident response, effective cyber remediation, and robust data governance. Trusted by over 6,000 customers, including 65 of the Fortune 500, Druva safeguards business data in an increasingly interconnected world. Visit druva.com and follow us on [LinkedIn](#), [Twitter](#), and [Facebook](#).