

Druva Premium Support

A star team for your organization to work with! A named Technical Engineer for your organization to provide expert coaching with a proactive and preventative approach to solving problems specific to your organization's data protection needs. The Druva Premium Support team ensures immediate support for issue resolution and escalations offering personalized support tailored to your environment setup and desired business outcomes.

Key business outcomes

Our customers benefit from key outcomes that help them achieve their business goals, including:

4.9

CSAT

<1%

Escalations

98%

Support Service Level

Engagement model

Druva Premium Support is an annual engagement designed to provide customers with a dedicated Staff Technical Support Engineer.

Key Premium Support deliverables and activities

Your success is our responsibility. Here are deliverables tailored to your needs:

Availability and environment familiarity

- Timezone alignment: Ensuring customer support is available in the customer's timezone
- Case routing: Efficiently routing cases/chats/calls
- Deep environment knowledge: Enhancing diagnosis and resolution efficiency

Proactive and preventative support

- Monitoring: Proactively monitoring backup/restore success rates
- Risk mitigation: Identifying and addressing potential issues before they arise
- Deployment support: Removing deployment blockers
- Expedited support and cyber recovery assistance

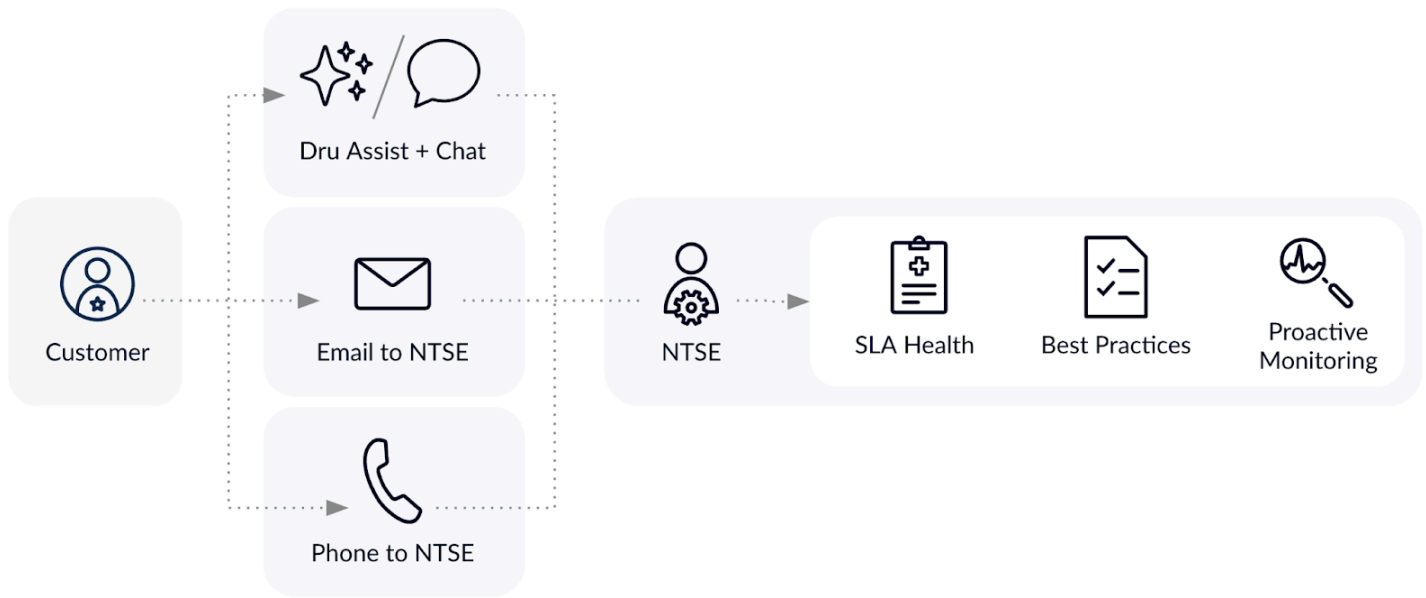
Case management and escalations

- Faster response time and leading technical escalations
- Regular updates: Participating in weekly/monthly status calls on open issues and escalation status

Value add

- Customer partnership: Collaborating based on issue trends
- Managed data detection and response (DDR)

Channels to contact Premium Support



Direct Access to Named Technical Support Engineer
(No Queue / Shared Pool)

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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](#).