



- **Enterprise-class support for your most mission-critical virtual environments**
- **Telephone and e-mail support by experienced service professionals**
- **Rapid response guarantees and defined escalation paths to ensure rapid problem resolution**
- **Per incident support packs provide the most cost-effective coverage**
- **5 x 9 and 7 x 24 options available**



Virsto Support Contact Information

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Virtualization Demands World-Class Support

As server virtualization technologies become more prevalent in critical production environments, company pressures to meet stricter service level agreements increase. As a core component in your virtual storage infrastructure, Virsto is architected to meet enterprise-class availability and reliability requirements and is

backed by the professional technical support demanded in those settings.

Multiple Coverage Options

Each Virsto product comes with one year of maintenance which includes product software and documentation updates. Renewals may be purchased thereafter at published rates. Per incident support packs, if purchased, include maintenance. Virsto offers two support options, separately purchasable, to cover other incidents:

Standard 5 x 9. Standard support services consist of telephone and e-mail support on a per incident basis to two named technical support contacts at the customer site concerning the installation, configuration, and/or use of a supported release. Coverage hours are Monday through Friday, 8:00 AM to 5:00 PM Pacific Time. Response time within coverage hours is 4 hours from initial notification with built in 8 hour (or next business day) escalation.

Gold 7 x 24. Gold support services consist of telephone and e-mail support on a per incident basis to two named technical support contacts at the customer site concerning the installation, configuration, and/or use of a supported release. Coverage hours are 7 days a week, 24 hours a day. Response time is 1 hour from initial notification with built-in 4 hour escalation.

To ensure issues get prioritized appropriately, each open support call is tagged at one of four severity levels (1 being critical, 4 being a request for enhancement) and tracked to closure by a single owner.

Rapid Problem Resolution

When issues arise, you need fast response from seasoned professionals. Whether you contact us initially by phone or by e-mail, we will have a technical support professional in contact with you and working on your issue within the contractually defined response times. If our technical support professionals cannot resolve your issue or the resolution requires code changes, you will be escalated to Engineering who will work it to resolution.

Virsto Self-Service Support Portal

All Virsto contract maintenance customers have access to Virsto's password-protected self-service support portal, available through our website at www.virsto.com/support. After registering for an account on this site, customers will be able to download the latest versions of our products and any recent patches as well as technical documentation, tech note, and release note updates. Customers also have full access to Virsto's community forums and blogs, also at this online location.