

Qumulo Care



Customer Success Managers

Qumulo Care provides you with a dedicated Customer Success Manager (CSM) who is highly skilled at managing large-scale storage environments. Your CSM will:

- On-board you with Qumulo and ensure you receive the most value from your QF2 cluster.
- Act as your primary contact for all your questions, support requests, upgrades and feedback related to your QF2 cluster.
- Provide valuable insights and recommendations to help you manage your QF2 cluster.
- Schedule calls with you to better understand your needs and address any questions or concerns.

“I feel like I’m getting direct access treatment with Qumulo Care. Their customer support team has been readily available to me. It’s been almost proactive on their part, instead of me tracking them down for help.”

— **Thai Do**
Director of Technology, Blind Visual Propaganda

Industry-leading NPS score

We work hard to build a product and team that you can trust and recommend to others. That’s why we’re proud of having one of the highest NPS scores in the industry.



Reviews on Gartner Peer Insights

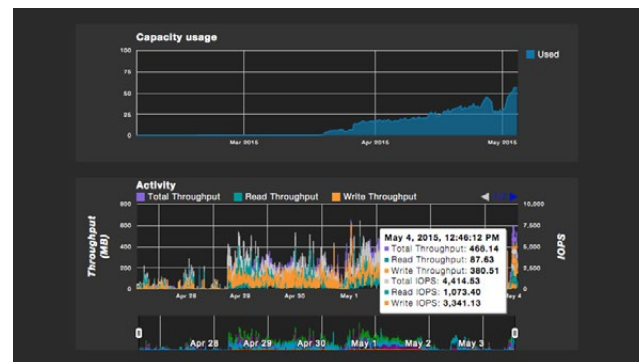
As of September 1, 2017, Qumulo has an overall rating of 4.9 out of 5 in the Distributed File Systems and Object Storage category. Visit the Qumulo Peer Insight page to hear about the Qumulo experience directly from our customers. <https://www.gartner.com/reviews/market/Distributed-File-Systems-and-Object-Storage/vendor/qumulo>



Cloud-Based Monitoring

Qumulo Care Cloud-Based Monitoring remotely monitors and reports on your cluster uptime, performance and capacity usage over a secure VPN connection. Cloud-Based Monitoring:

- Provides pro-active, online monitoring of your QF2 cluster.
- Provides monitoring for hardware events such as capacity triggers, latency, throughput, IOPS, disk and node failures.



“I’m pulled in 10 different directions, keeping visibility on every system can sometimes be difficult. So getting an email from the Qumulo Care team basically saying we had a situation where Qumulo engineers noticed a power supply was not functioning and causing a performance issue with the cluster. They promptly notified me and worked with us to get a new power supply. They also let us know the status of the performance bug and when it would be fixed. – that sort of initiative is really helpful for any IT team.”

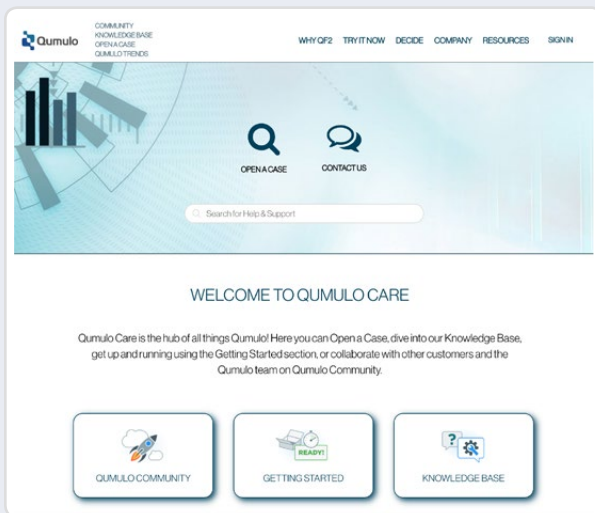
— **Grant Turner**
IT Manager, Sportvision

Qumulo Care Support Portal

Qumulo Care is the go-to place for support of your QF2 product! Our portal will provide you with useful resources, helpful tools and direct access to our team so that you can be successful as a Qumulo customer. With Qumulo Care, you can:

- Ask questions and report issues by opening a case with our team.
- Browse and search the Qumulo Care Knowledge Base to get started with QF2 and utilize all of QF2's features.
- Stay current with the latest news and product releases, submit feature requests and exchange ideas with the community.

<https://care.qumulo.com>



“Our experience with Qumulo Care has been fantastic, it’s actually a lot more proactive than our internal warning systems.”

— **Sam Frankiel**
IT Director, Ant Farm

Qumulo Core Open Source Community

The Qumulo Core Open Source Community contains applications built by and for Qumulo customers using the Qumulo Core APIs. The Qumulo Core Open Source Community allows you to:

- Access the latest open-source applications built with the Qumulo Core APIs.
- Learn and collaborate with Qumulo customers.
- Contribute and share your own applications that use the Qumulo Core APIs.

<https://qumulo.github.io>

“I’ve bought a lot of very expensive support contracts over the years, but have never really gotten anything useful out of it. With Qumulo Care it’s a different experience; they’re never trying to sell me something and I almost feel like the software is growing right along with us. For us it’s really vital—we’re a small organization so it’s critical that I have people to rely on.”

— **Geoff Froh**
Deputy Director and Chief Technology Officer, Densho

Contact Qumulo to learn more about Qumulo Care:

1.855.478.6856
care@qumulo.com

<https://care.qumulo.com>
<https://qumulo.com>
<https://qumulo.github.io>

About Qumulo

Qumulo is the leader in universal-scale file storage. Qumulo File Fabric (QF2) gives data-intensive businesses the freedom to store, manage and access file-based data in the data center and on the cloud, at petabyte and global scale. Founded in 2012 by the inventors of scale-out NAS, Qumulo serves the modern file storage and management needs of Global 2000 customers. For more information, visit <http://qumulo.com>.

