

Zero-latency support with real-time, proactive monitoring

Available to all customers with an active Qumulo Software Subscription and MissionQ Services Subscription, Qumulo Care delivers the industry leading support experience to enable customers to successfully store, manage and curate Petabyte scale data anywhere.

From providing first call support for any storage issue, whether its hardware or software, through to proactive monitoring + alerting and then zero latency 24x7 instant access to seasoned storage support engineers across Slack or phone as well as traditional ticketing or email to suit everyone's needs, Qumulo Care delivers the best possible integrated support experience to ensure the smooth and performant operation of critical storage services.

Why Qumulo?

- **NPS of 75+** - industry leading NPS scores from our customers
- **Rated 4.9 out of 5 on Gartner Peer Insights** - 97% of reviewers would recommend Qumulo

Services Provided

Key Benefits

Qumulo's award-winning customer success team provides instant access to a dedicated storage expert via communication tools such as Slack, ensuring you have the industry leading support you need right away

- Zero latency instant access to support
- Qumulo first call support regardless of software or hardware
- Proactive monitoring to keep your cluster healthy and discover issues quickly
- Remote support to speed up investigations and reduce time to fix
- Platform vendor management to prevent you needing to manage which vendor should own an issue
- Choose the communication tool that works best for your organization
- No support tiers means no need for technical escalations
- Qumulo Engineering embedded into support for fast development engineering support

Service	Description	Included
Service Availability	24x7 global support with locally based teams in each region	✓
Qumulo First Call	Qumulo is the first point of contact for all storage support issues so no need to figure out where the problem might be as Qumulo is the only call that needs to be made	✓
Cloud Based Monitoring	Secure cloud monitoring for cluster health, usage and performance	✓
Proactive Issue Detection	Proactively discover and alert to issues via Cloud Based Monitoring with rapid response from Qumulo	✓
Remote Support	Optional (can be disabled) secure remote connectivity by Qumulo to the cluster to troubleshoot issues and reduce customer effort during an investigation	✓
Open Platform Vendor Tickets	For any hardware, firmware or platform issues discovered, Qumulo will facilitate resolution by opening requests on behalf of the customer with the platform vendor	✓
Platform Vendor Management	Qumulo facilitates the resolution of platform issues by bringing together the platform partner, Qumulo and customer in a single place through to completion of request	✓

Services Provided Cont.

Service	Description	Included
Software Support	Seasoned and experienced Qumulo engineers will help customers diagnose and resolve technical problems with Qumulo clusters	✓
Software Upgrades	Access the latest version of Qumulo software, download to the cluster and simply install to take immediate advantage of new features and fixes	✓
Qumulo Care Portal	Log tickets and access the Qumulo Knowledge Base and self-help tools through the Qumulo Care portal	✓
Dedicated Slack Channel	Private Slack channel to get instant support from Qumulo or ask any question of the Qumulo team so no need to log a ticket to get any type of support, from the simple question through to a high severity issue - no tickets, chatbots or waiting for a call back	✓
Multiple Support Channels	Also access support via phone, email or web portal so all support engagement options are catered for	✓
No Technical Elevations Ever Needed	All support is provided by experienced Level 3 support engineers, with no need to escalate through support tiers, resulting in the quickest possible resolution times	✓
Qumulo Engineering Embedded Into Qumulo Care	Qumulo Engineering has a resident team within Qumulo Care providing immediate sustaining engineering escalations should these be needed and maximize speed to resolution	✓
Customer Success Manager	Ensuring customers get the most value from their Qumulo clusters through a smooth onboarding that gets a cluster operational quickly through to non support questions, requests or feedback, understanding needs and providing valuable insights and recommendations to help customers manage their clusters and maximize success	✓

Standard & Premium Support Options

Get all of the above built in with our **MissionQ Services Standard** and **Software Subscription** products. Choose **MissionQ Services Premium** to get a named Customer Success Manager and full 24x7 handling of all incident severities and opening of platform vendor tickets. See Qumulo MissionQ Services in www.qumulo.com/terms-hub/support-offerings/ for more details.

Contact Qumulo to learn more about Qumulo Care:

www.qumulo.com/contact or email us at info@qumulo.com

About Qumulo

Run Anywhere. Access Everywhere. Qumulo Cloud Data Fabric unlocks the power of an organization's data; a unified global file system that spans data centers and clouds, enabling efficient accelerated computing, and extending the reach of data unbound by protocol or transport limitations.

