

## DATA SHEET

# ZeroStack Support – Answering the Challenge

The advantages of the transition to cloud are clear to many customers, but buying and building private and hybrid cloud solutions can sometimes be a challenge. Customers are seeking a partner to not just troubleshoot operational issues but to make their whole cloud journey a success.

Enter ZeroStack. Our support team is dedicated to providing world-class support to our customers 24 x 7 x 365. Our tiered customer support model is based on four levels of escalation. Initial response times and target resolution times can range from several business days to as little as 1 hour based on the level of the request. For the customer who appreciates self-service access, ZeroStack also has a wide variety of online support resources designed to answer the majority of our customers' questions.

### Contacting ZeroStack support

We know customer have varied preferences in engaging support resources – find yours below.



To register support cases, please use this url: <https://zerostack.zendesk.com>. On this page, you will also find our **online support services** including our self-service knowledge base (key documentation and tutorials), as well as an extensive FAQ list.

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Contact us via **email** at [support@zerostack.com](mailto:support@zerostack.com) to get rapid resolution to your inquiries.

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Our **support team** is available 24 x 7 x 365. Please call us at +1 (650)-204-9027 and ask to be connected to our support team – they will be glad to address your issues and inquiries.

When needed, ZeroStack offers software SLAs and an aggressive hardware RMA process to address the most demanding uptime requirements. See our offerings in **tables 1 and 2** below.


### Table 1: Software SLAs

(When requesting software support, please report the correct problem severity. You will receive a response to your request within the time indicated by our SLA).

SLA Level				
	<b>Business Critical/ Production Down</b>	<b>Major Issue</b>	<b>Minor Issue</b>	<b>Cosmetic Issue</b>
<b>Description</b>	e.g. Critical apps are down/not accessible. Alarms and alerting services are down. Need to get a workaround in least amount of time  <b>Response time: 30 minutes or fewer</b>	e.g. User logins are working intermittently with the console and workloads. Slow application performance impacting important business activities  <b>Response time: 2 hours or fewer</b>	e.g. Trouble creating a new workload, misunderstanding of functionality  <b>Response time: 4 hours or fewer</b>	e.g. user interface look and feel issues, workflow questions  <b>Response time: 8 hours or fewer</b>

### Table 2: Hardware/RMA replacement SLAs

(ZeroStack hardware support is offered to all customers who purchased their Z-Block hardware from ZeroStack. If you purchased your Z-Block hardware from ZeroStack, please engage ZeroStack for support. Otherwise, please contact your hardware manufacturer for support).

SLA Level			
	<b>Business Critical/ Production Down</b>	<b>Major Issue</b>	<b>Minor Issue</b>
<b>Description</b>	e.g. Two nodes fail at the hardware level (need to be replaced)  <b>Response time: Next business day</b>	e.g. One node fails at the hardware level or NIC card failure, or disk failure  <b>Response time: 3-5 business days</b>	e.g. memory failure, cable failures, connection failures  <b>Response time: 7-10 business days</b>

## Summary – Why ZeroStack support?

1. End to end cloud 5.0 journey partnership – planning, design, implementation, optimization
2. Proven implementation expertise – our experts have thousands of hours of experience in cloud network implementations.
3. Flexible customer support model – online knowledge database, email, direct interaction – get support the way you want it!
4. Tailored SLA choices for the most stringent hardware/software operational environments
5. Best overall day 1 customer support solution!