

Acronis® Advantage™



Acronis Advantage delivers enhanced support and maintenance to customers worldwide

Designed to meet the service, support, and troubleshooting demands of our customers, the Acronis Advantage programme provides a variety of support options including a self service, pay-per-incident or subscription plan.

An enhanced self-service knowledge base library, expanded pay-per-incident support, and a pair of annual subscription-based support programmes aimed at providing customers with world-class service, at a level and cost that meet specific support needs.

The Acronis Advantage programme benefits include:

- A personalised and flexible array of services
- Service levels featuring fast response times to critical issues
- Direct interaction with knowledgeable Acronis support professionals
- Online training and demonstration content available from field sales engineers
- Help for organisations in meeting their service level agreement (SLA) and Continuity of Operations Programme (COOP) requirements

Acronis Advantage subscription-based programmes

There are two versions of annual subscription-based support services:

- **Acronis Advantage Standard** – Offers 10 x 5 support services Monday through Friday, 8.00 – 18.00 CET via phone, chat and email with one of our dedicated support professionals. In the event of a critical system error, an engineer will respond within one business day. The first year of service is included with selected licences and the Acronis Licence Programme.
- **Acronis Advantage Premier** – Offers 24 x 7 support services available via chat, phone, and email. Acronis Advantage Premier customers receive priority support. In the event of a business-critical system error, customers will receive the initial response within one hour. The first year of service can be purchased within the Acronis Licence Programme or as an upgrade from the Acronis Advantage Standard programme. Acronis corporate box products include Acronis Advantage Premier service for the first year.

Support Options

The Acronis Advantage programme offers a series of different service levels designed to fit your needs.

Acronis Advantage Standard

A corporate product subscription-based Programme. Support available via chat, phone and email during normal business hours 8.00 – 18.00 CET.

Acronis Advantage Premier

A corporate product subscription-based Programme. Support available via chat, phone and email, 24-hours a day, 7 days a week.

Pay Per Incident Support

Purchase support online with a credit card for a single incident.

Self Service

Find online information and troubleshooting articles by product or topic.

Customer Service

Get help with administrative, licence, serial number, web navigation, download, or promotional offer queries.

Trial Product Support

When using a trial version of an Acronis product, get help via chat and email during normal business hours 8.00 – 18.00 CET.

Additional support services available

Pay Per Incident – Customers who have no valid subscription-based support agreement can still access support services by purchasing a single priority support incident, handled by one of Acronis’ dedicated support professionals. Customers under the Acronis Advantage Standard programme also have the opportunity to buy Pay Per Incident support to extend their current service level to after business hour support for a specific and critical case. Pay Per Incident support can only be purchased on the Acronis website by credit card.

Support Wizard – Complimentary FAQ wizard available from the Acronis support web page. This web-based tool is designed to give real-time access to an issue-specific knowledge base that will help solve problems and pre-load support issues into a response system for a faster turnaround.

Expanded Knowledge Base Library – Newly updated with articles detailing how to install products, technical solutions, and tips on how to maximise the capabilities of Acronis products are available to all customers from the Acronis support web page. An enhanced search engine speeds access to relevant articles.

Current Acronis maintenance customers (AMPS and AM)

Customers holding contracts for Acronis’ existing AMPS (Acronis Maintenance and Priority Support) or AM (Upgrade Protection) programmes will be served under the terms of those agreements up until the renewal date. When the contract comes up for renewal, customers will be offered one of the new Acronis Advantage support programmes in order to protect and maximise their software investment.

Acronis corporate products support services overview*

	Self Service	Trial Product Support	Customer Service	Pay Per Incident Support	Acronis Advantage Standard	Acronis Advantage Premier
Terms	Access to knowledge base articles and documentation	Valid for length of the trial	Administrative, licence/serial number, web navigation, download, or promotional offer issues	Purchase unlimited support for a single incident	Subscription based support	Subscription based support
Pricing	Free	Free	N/A	Priced per incident	Subscription based; First year of service included in purchase price	Subscription based; Upgrade pricing available
Scope of Service	Unlimited	Within trial period	Within reasonable limits	One incident***	Within subscription period	Within subscription period
Availability	24 x 7	10 x 5	10 x 5	24 x 7**	10 x 5	24 x 7**
Support Method	Online library	Chat, email	Chat, email	Chat, phone, email	Chat, phone, email	Chat, phone, email
First Re-sponse Time for Critical Problems	N/A	Three business days	One business day	One business day	One business day	One hour
Software Updates	N/A	Within trial period	N/A	✓	✓	✓
Upgrades to New Versions	N/A	N/A	N/A	N/A	✓	✓
Training	N/A	General online sessions	N/A	General online sessions	General online sessions	General online sessions; customised sessions available

* Support services cover current software version plus the previous version. All other versions are supported via knowledge base.

** 24 x 7 support service is available in English only outside business hours.

*** Incident definition: An incident is a customer’s request to solve one single technical problem in connection with Acronis software.

It includes all chat, phone and email inquiries related to the resolution of this single technical problem.

For additional information please visit <http://www.acronis.eu/support/>



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