

Acronis Premier Support

FOR SERVICE PROVIDERS

As your customers' businesses grow, their business requirements and IT landscapes grow more complex. With Acronis Premier Support, you can ensure your services portfolio satisfies this growing demand and helps you stay on top of the most complex customer issues. Acronis offers best-in-class Service Level Agreements (SLAs) for responses to in-depth, how-to questions and your customers' data protection queries.

Acronis Premier Support includes:

- A dedicated Technical Account Manager (TAM) with strong industry experience who understands your business and can immediately respond to advanced technical queries:
 - During working hours, you have real-time access to your TAM via email, Skype, or phone.
 - Your TAM is available 24/7 to immediately assist should you face a major disruption to your solution operations after business hours.
- Regular consultative reviews of your infrastructure to propose mitigation and reduce the risk of SLA violation.
- Insights into the latest feature sets, early access to new product versions, and the ability to influence Acronis' product roadmap.
- Role-based demos to enable your sales, marketing, support, operations, and development teams to understand and quickly market new features and gain a competitive edge.

Benefits:

- Realize up to a 30 percent reduction in maintenance costs and efficiently mitigate risk:
 - Minimize mission-critical issues and remediation efforts.
 - Better manage data protection with mass management, automation, and monitoring tools.
 - Consult with an industry expert, who can address advanced product and technology queries then and there.

With Acronis Premier Support, you have access to a trusted expert when and where you need them to quickly and efficiently respond to customer issues and ensure adherence to your SLAs.

Acronis

For additional information, please visit www.acronis.com

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