



## RELIABLE SUPPORT OPTIONS THAT ENSURE BUSINESS CONTINUITY

### KEEP YOUR CUSTOMERS UP AND RUNNING

STORAGECRAFT® SHADOWPROTECT® OFFERS USERS TOTAL CONTROL of their backup and disaster recovery. Make sure they are getting the most out of StorageCraft by including StorageCraft support, which ensures that ShadowProtect experts are ready to assist users when they need it the most. If your disaster recovery plan includes after business-hour needs, make sure you're ready in advance.

### OPTIONS THAT FIT YOUR NEEDS

StorageCraft offers a variety of support options designed to meet your unique needs.

#### STANDARD SUPPORT (MAINTENANCE)

StorageCraft products\* come with a maintenance agreement that includes one year of standard support. With standard support, users can rest assured they'll receive a response typically within four business hours when an emergency-level support case is submitted between 8.30am and 5.30pm Australian Eastern Standard Time (AEST). Additionally, during the maintenance period, users have free access to all software updates and upgrades. Standard support can be renewed annually.

#### PREMIUM SUPPORT

As an add-on to active standard support, premium support features 24x7 service and

ensures a telephone response typically within two hours for any emergency-level support case submitted. Plus, our technicians will work with users over the phone and online until the emergency-level case is resolved. Please note: Premium support is not available on ShadowProtect IT Edition or MSP licenses.

#### INCIDENT SUPPORT

Ideal for managed service providers (MSPs) and anyone that needs support after hours, incident support provides single issue support when you need it most. Available in single or multipacks, this option allows you to arrange for support only when you need it. Just like premium support, incident support features 24x7 service, and ensures a telephone response typically within two hours or less when an emergency-level support case is submitted. Incident support can be used only when there is an active standard support maintenance agreement in place.

	Standard Support	Premium Support (add-on)	Incident Support
Free Access to Software Updates and Upgrades	✓	✓	
Business Hours Coverage (8.30am-5.30pm AEST)	✓	✓	✓
24x7 Coverage for Emergency Cases		✓	✓
Emergency Case Response Timing (AEST)	4 hours, Mon-Fri, 8.30am-5.30pm	2 hours, 24x7	2 hours, 24x7
Active Maintenance Agreement Required	Included	Yes	Yes

STORAGECRAFT SUPPORT  
FAST RESPONSE

“ I just want to share my tech support experiences with you from Saturday and today. I opened a case on Saturday not expecting a response until Monday and received a reply within an hour. I opened another case this morning and my response time was only 15 minutes. This is fantastic. The technician was very helpful and explained best practices and procedures clearly. ”

Steven P. Kleis, Total Networx  
October 2011



## EXPERIENCED, RELIABLE EXPERTS

StorageCraft backup and disaster recovery software is backed by a team of highly-trained and experienced technical support experts. Our experts are closely tied to StorageCraft product developers, ensuring they have access to all the resources they need to assist users with a full range of technical issues. These factors allow StorageCraft to provide fast, efficient support every time.

If you want to be ready for any disaster, make sure you include the right StorageCraft support option with your purchase of ShadowProtect.

## MORE INFORMATION

For additional details on StorageCraft support, contact us today:

**StorageCraft Asia Pacific**  
Level 11, 53 Walker Street  
North Sydney NSW 2060  
Australia

**Email** sales@storagecraft.com.au  
**Tel** +61 2 8061 4444

[www.storagecraft.com.au](http://www.storagecraft.com.au)

\*ShadowProtect Granular Recovery for Exchange does not include standard support. Maintenance agreement sold separately. MSP subscriptions include standard support while the MSP subscription is in effect.

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