

24 x 7 global tech support

Get technical assistance from a follow- the-sun model for 24 x 7 support of your Hedvig software.



Software maintenance

Access the latest software updates and enhancements to keep your storage environment running at its best.



Deployment assistance

Ensure successful installation in your unique environment with help from Hedvig product support specialists.

Hedvig Support Services

Enterprise-class global customer support services

Your storage environment is critical to your business. Hedvig is committed to helping you ensure your Hedvig Distributed Storage Platform deployment is up, available, and running at its best.

Hedvig support services provide you with timely assistance, resources, and resolution for technical issues that may arise during deployment, day-to-day operations, and upgrades. Our goal is to help you maximize the value of your investment and to increase your IT staff and user productivity with trusted technical support.

Support plan options

	Platinum	Gold
SUPPORT ACCESS	24 x 7 x 365 phone, email, and web-based support	7am to 5pm local time zone phone, email, and web-based support*
SOFTWARE UPDATES	Major, minor, and patch software releases	Major, minor, and patch software releases
SUPPORT TOOLS	Online CRM, documentation and knowledge base portal	Online CRM, documentation and knowledge base portal

How to contact support:

- > Toll free: +1 (888) 798-0914
- > Toll: +1 (408) 758-6564
- > Email: support@hedviginc.com
- > Online: <http://www.hedviginc.com/support>

“Hedvig has delighted us with their responsiveness and ability to quickly help us determine and resolve the root cause of issues with our storage deployment.”

— CTO, North American cloud service provider

ABOUT HEDVIG

Built by software engineers of the world's largest distributed systems, Hedvig delivers modern storage for enterprise compute environments running at any scale. Customers such as LKAB, Scania, and GE use the Hedvig platform to transform their storage into a fundamental enabler of digital business strategies.

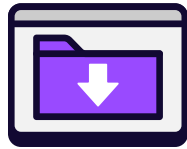
Support Benefits

- › Save time by quickly resolving technical challenges.
- › Ensure successful project rollouts with timely assistance.
- › Eliminate operational headaches and reduce risk by following best practice guidance.
- › Optimize performance and gain new capabilities with the latest software releases.
- › Make the most of your Hedvig investment with help from software-defined storage industry experts.

Hedvig customer support services provide:



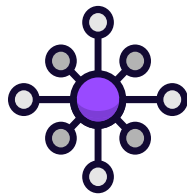
Software technical support —Access technical engineering resources via telephone, email, or online portal for assistance in troubleshooting and resolving software implementation or operations issues. Service is available around the clock every day, including holidays.



Software maintenance —Download the latest software and documentation including major, minor, and patch releases to keep your environment up-to-date and optimized with the latest features and functionality.



Customer portal —Manage support cases, download software and documentation, and access information including Knowledge Base (KB) articles featuring resolutions to common technical issues, tips and best practices, technical notes and answers to product FAQs.



Multi-vendor support via TSANet —Get support for issues related to multi-vendor* interoperability. Hedvig is a member of the Technical Support Alliance Network (TSANet), the industry's largest cooperative support community.

**Requires current contract with 3rd-party vendor(s).*

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