

World Class Support for Your Netreo Deployment

Netreo support is different - you'll never experience a situation where you're forced to wait in long call center queues, only to finally be connected to support personnel who have no idea who you are. With us, our support personnel are assigned to your business, so we're able to build a partnership.



Netreo's staff is extremely responsive, assisting us with our needs and desires to use Netreo as a worthwhile tool in our environment. They have great expertise in their product and in how to help us tackle the challenges we face when attempting to holistically monitor and maintain our technology. - Matt P., Director of IT



Standard Support
(Included with your subscription)



Trusted Advisor Services
(Professional, Ultimate, and Service Providers)

General Support

24x7 phone, email, and chat access to Support Engineers	✓	✓
Logging and tracking of customers' support ticket history	✓	✓
Software maintenance for Netreo virtual appliances	✓	✓
Replacement coverage for Netreo hardware appliances	✓	✓
Software upgrade and migration services	✓	✓

Response Times

Business-critical system down	< 4 hours	< 2 hours
Production system down		< 2 hours
Production system impaired		< 4 hours
System impaired		< 12 hours
General Guidance		< 24 hours

Architectural Guidance

Consultative review and guidance based on customer's applications		✓
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Proactive Programs

Infrastructure Event Management		✓
Well-Architected Reviews		✓
Operations Reviews		✓
Technical Account Manager (TAM) coordinates access to programs and other Netreo experts as needed		✓

Technical Account Management

Designated Technical Account Manager (TAM) to proactively monitor the customer's environment and assist with optimization		✓
Concierge Support Team		✓