Tintri VMstore™ Support

VMstore

Global Customer Support

Global Customer Support offers world-class capability that helps customers fully leverage their Tintri investments. Available 24 hours a day, 365 days a year, our technical support staff and online tools provide next business day and four-hour on-site support plan options.

Online Support Web Portal

We provide a wide variety of online support materials that will answer most questions. Through the Support Portal, customers have access to:

- System registration
- Support case creation, updates, and file uploads
- Access to software releases, updates, release notes, and service bulletins
- Access to white papers and knowledgebase documents

Contact Customer Service

Online Support Web Portal:
www.tintri.com/support

The Online Support Web Portal is the optimal method of contacting Tintri Customer Services. The portal allows for the quickest and most detailed case creation.

Email:
support@tintri.com

Escalation Procedure

Escalations are high-impact, high-visibility issues we classify as Severity 1 or Severity 2.

Customers in with an active support contract can request an escalation by calling 1-855-4-TINTRI (1-855-484-6874), option 2, or outside of North America, at the numbers to the right.

When requesting an escalation ask for the Support Duty Manager and a member of our support management team will respond, to provide the assistance you require.

Technical Support Severity Levels and Support Level Agreement (SLA)

Tintri prioritizes all cases according to their impact on the customer and based on industry-standard definitions:

- Contact SLA measured to initial technical engagement.
- During troubleshooting, priority can be either upgraded or downgraded.

Severity	Definition	Response SLA	
		Gold	**Platinum**
Severity 1	Critical Impact: No access to data; data integrity at risk	Two hours	30 Minutes
Severity 2	Major Impact: Partial or intermittent access to data; severely degraded performance; severe redundancy degradation	Four hours	Two hours
Severity 3	Moderate Impact: Operational with functional limitations; performance degraded due to break/fix issue	12 hours	Six hours
Severity 4	No Immediate Impact: Operational documentation and general questions	48 hours	24 hours

Phone

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North America +1-855-484-6874	Hong Kong 800-906-185	Netherlands +31-858880300	Spain +34-518880087
Australia 1-800-793-385	India 000-800-100-7094	Norway 800-17-366	Sweden +46-770791819
Belgium +32-78480321	Ireland 1-800-904-123	Philippines 800-1-116-1204	Switzerland 0800-848-831
China 400-120-3149	Israel 1-809-349-265	Portugal 800-180-113	Taiwan 00801-14-7056
Denmark +45-69918109	Italy +39-199241408	Russian Federation +8-800-100-9431	United Kingdom 0808-134-9912
Finland 0800-915-908	Japan 0800-111-9510	Singapore 800-130-2126	
France 0805-080261	Kazakhstan +8-800-333-4231	South Africa +27-875502285	
Germany 0800-100-4715	Malaysia 1-800-814-478	South Korea 003-0813-2776	

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Support Plans

Support beyond the basic hardware warranty requires a support plan. The support levels allow customers to choose a plan that fits their specific requirements, IT needs, and business goals. Customers can easily adjust support levels as their business grows and evolves.

Plan	Hardware	Availability	Downloads
Gold	Next business day parts and labor on-site	24x365: Web, email, phone	All software releases and updates
Platinum	Within four hours, parts and labor on-site	24x365: Web, email, phone	All software releases and updates

Note: Hardware SLA calculation begins when the technical support team determines that part replacement is required

Cutoff is 3:00 PM Local time. Parts/Labor arrive before COB on the NBD

All Support Offerings

Support Offerings	Gold	Platinum
Customer Care		
24x365 telephone and email assistance	✓	✓
Cloud-based intelligent analytics[1]	✓	✓
Remote Access	✓	✓
Proactive event notifications and case generation	✓	✓
Hardware Replacement		
Availability of replacement parts	Next business day	Four hour depot
Guided component replacement	✓	✓
4-hour onsite "Smart Hands" parts replacement	Not available	✓
Software Updates		
Access to all software updates (major, minor, and maintenance releases)	✓	✓
Online Customer Community		
Access to user and installation guides, knowledge base, communities, and other relevant documentation	✓	✓
Communications and Training		
Access to online customer community	✓	✓
"Tech Talk" customer webinars	✓	✓
Technical bulletins and service advisories	✓	✓
Advanced Services		
Access to dedicated Support Account Manager (SAM)	Fee-based service	Fee-based service
Quarterly system health checks	Fee-based service	Fee-based service
Quarterly account activity reviews	Fee-based service	Fee-based service
Quarterly account performance analysis	Fee-based service	Fee-based service
Quarterly environmental reviews	Fee-based service	Fee-based service

[1]Proactive alerts, data collection, trends with an opt-in customer care program offering cloud-based analytics to help simplify storage administration and maximize the uptime of all deployed systems

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