ARCHIVE360

Customer success is a top priority at Archive360. That's why a Standard Support Plan is included with every customer's Archive360 subscription. For those customers who want the next-level experience, we offer Premium options. In addition to services included in the Standard Support Plan, Premium Support offers 1-on-1 guidance, expert advice, and 24/7 availability.

The Support Plan That's Right For You

	Standard Support	Premium Support
Problem Diagnosis	✓	✓
Resolving Incidents	✓	✓
Software Update	✓	✓
Product Usage	✓	✓
Index Management		✓
Policy Rules		✓
Expert Coaching		✓
Developer Support		✓
Admin Assist		Optional
	8am – 5pm Online Support	24 /7 Online and Phone Support

About the Archive360 Customer Support Team

As a global company, Archive360 provides worldwide 24/7 support from multiple regions to deliver follow the sun support.

Our global support team members are senior information management experts with multiple years of experience. To ensure optimal Customer Support, we rely on some core pillars:

1. ONE Tier Support structure. Support Engineers are enabled to escalate directly to the Archive360 Engineering team.
2. All Support Engineers are full time Archive360 employees. No third parties are ever contracted.
3. All Support Engineers must complete a thorough training curriculum to become certified and are required to complete ongoing training and certifications.

The Archive360 Customer Support System allows you to log incidents, track incidents and search our knowledge database online.

For full details of Archive360's Customer Support, please reference our Customer Support Guide.

For details of Archive360 Admin Assist, please reference our Admin Assist Guide, or speak with your Archive360 representative.

About Archive360

Archive360 is the enterprise information archiving company that businesses and government agencies worldwide trust to securely migrate their digital data to the cloud, and responsibly manage it for today's regulatory, legal and business intelligence obligations. This is accomplished by applying context around the search, classification, and indexing of data including files, videos, and emails—all while allowing organizations to maintain full control over privacy, access, and compliance. Archive360 is a global organization that delivers its solutions both directly and through a worldwide network of partners. Archive360 is a Microsoft Cloud Solution Provider, and the Archive2AzureTM solution is Microsoft Azure Certified. To learn more, please visit www.archive360.com.

Microsoft Partner
Gold Application Development
Gold Cloud Platform
Gold DevOps
Silver Security