

Acronis Premier Support

FOR THE ENTERPRISE

Your IT landscape and business continuity requirements evolve as your business grows. What was a comprehensive data protection policy yesterday may no longer be an effective response to today's malware, viruses, and other modern threats. With Premier Support Service, Acronis experts will conduct regular consultative reviews of your IT infrastructure and data protection policies to leverage the latest automation, keep maintenance costs under control, and ensure your business stays protected.

Acronis Premier Support includes:

- A dedicated Technical Account Manager (TAM) with strong industry experience who understands your business, knows your IT infrastructure, and can propose changes to your data protection schemes with minimal involvement from your IT team:
 - During working hours, you have real-time access to your TAM via email, Skype, or phone.
 - Your TAM is available 24/7 to immediately assist should you face a major disruption to your operations during off-business hours.

- Regular consultative infrastructure reviews to propose mitigation plans, reduce operational risks, and optimize your Total Cost of Ownership (TCO).
- Early access to new product versions and the ability to influence Acronis' product roadmap.

Benefits:

- Realize up to a 30 percent reduction in maintenance costs and efficiently mitigate risk:
 - Minimize mission-critical issues and remediation efforts.
 - Better manage data protection with mass management, automation, and monitoring tools.
 - Consult with an industry expert, who can address advanced product and technology queries then and there.

With Acronis Premier Support, you can mitigate risks and ensure you can respond to modern threats, influence Acronis' product roadmap, and get answers when you need them.

Acronis

For additional information, please visit www.acronis.com

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