

StarWind Support

StarWind Support – saving your time, while taking a minimum of your effort.

All StarWind products have a full set of industry-standard support services, making sure any issues are resolved in the shortest terms. Moreover, StarWind acts as a single point of contact support center for all HyperConverged Appliances support. This makes the support process experience straightforward and requires minimum time and effort from the customer. The effort can also be completely eliminated with the newly added ProActive Support feature, which is built into the HyperConverged Appliance and also available for StarWind Virtual SAN and is included as standard option into the HyperConverged Appliance.

The support service begins even before you've purchased the product. StarWind engineers perform planning, infrastructure design, installation, configuration, and testing. All that's left for the customer is to simply start using the solution.

StarWind offers three support programs

Standard Support

Standard Support plan is designed for organizations who have constant IT environment monitoring in place and don't plan handling IT infrastructure issues outside of their business hours. After all, StarWind solutions have built-in High Availability which secures uptime for critical applications. Standard Support program delivers a full set of support services available within business hours*. This package does not include automatic support ticket generation feature.

Premium support

With Premium Support, StarWind takes care of your environment 24/7/365. In the unlikely event of something happening, we are ready to fix any issues (in the shortest possible time (less than 1 hour). The Premium Support plan ensures the always-on operation of your IT infrastructure. This package does not include automatic support ticket generation feature.

ProActive Support

StarWind ProActive support completely eliminates your effort involved in identifying and troubleshooting an issue. By proactively monitoring your infrastructure vital stats 24/7/365, StarWind can prevent an issue before it even happens. Also, for StarWind HCA ProActive Support comes included by default. For software products it is available as a separate option. In this package support tickets are

created and submitted automatically by StarWind health service as soon as it spots a “failure pattern” or gets an error message.

StarWind Support is simple, time-efficient and extra reliable. Submit a ticket or rely on ProActive support’s automated ticket generation system. Our team of professionals will deal with any issue in minimal time with literally no effort from your side.

Support plans

StarWind Software Support

	Standard	Premium	ProActive Support
Support Hours	Business Hours*	24/7	24/7
Ticket Submission	Manual (by customer)	Manual (by customer)	Automatic
Severity 1 response time**	4 business hours or less	1 hour or less	1 hour or less
ProActive monitoring & Resolution	-	-	+
Email Support	+	+	+
Phone Support	+	+	+
Remote Support sessions	+	+	+
Installation assistance	+	+	+

StarWind Appliance Support

	Standard	Premium	ProActive Support
Support Hours	Business Hours*	24/7	24/7
Ticket Submission	Manual (by customer)	Manual (by customer)	Automatic
Severity 1 response time**	4 business hours or less	1 hour or less	1 hour or less
ProActive monitoring & Resolution	-	-	+
Email	+	+	+
Phone	+	+	+
Remote Support sessions	+	+	+
Parts replacement	NBD	4 hours or NBD***	4 hours or NBD***
Enhanced services	Standard StarWind Appliance Pre-sale services plan	Standard StarWind Appliance Pre-sale services plan	Standard StarWind Appliance Pre-sale services plan + StarWind ProActive

* StarWind Software Inc. business hours: EMEA Office: Monday-Friday, 8 AM – 5 PM GMT USA Office: Monday- Friday, 9 AM – 6 PM EST

Severity level	Standard Support	Premium Support
Severity 1	4 Business Hours*	1 Hour
Severity 2	8 Business Hours*	4 Hours
Severity 3	12 Business Hours*	4 Business Hours*
Installation Assistance	3-5 Business Days*	1-3 Business Days*

*** Depending on selected hardware warranty option

Free products supported only via StarWind Online Community forum.