

# Storware Support In Detail

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## Principles

Storware provides comprehensive support to users of Storware Backup and Recovery product. Attentive and helpful to all requests and issues, Storware guarantees rapid reaction and complete analysis of any concern.

Storware Professional Services team represents confidence in product knowledge and ten-years' of experience dealing with a variety of cases from different domains and technical background. As the main principles addressed to problem-solving approach, it could be underlined:



### Human approach

In times of digitalization and AI-expansion, Storware Professional Services team remains being involved in communication with product users for comprehensive case examination and preparing a pertinent solution.



### Product Knowledge

During the first decade of market presence, Storware Professional Services team had the opportunity to cooperate with different types of customer requests from non-profit organizations and business entities. Delivering relevant solutions, considering business needs and plans, it brought a variety of challenges to the team, which were successfully accepted and fully solved in the shortest possible time.



### Openness

Storware builds trusting relationships with users by mirroring what users share. It helps Storware Professional Services team deeply understand any shared concerns and bring the wanted decision in time-effective manner. In certain circumstances, it even predicts their need for new features.



### Unified approach

Storware provides only one level of support for Trial version users and commercial customers, which allows users to be in touch with Storware Professional Services team round the clock regardless of time zone of user location.



### Proactiveness

Building proactive customer service helps Storware exceed expectations, taking into account all market trends and global changes in IT industries. Ongoing development research and strengthening technological partnership are aimed not only to answer up-to-date requests but also at providing users with more flexibility in choosing their own data protection strategy.

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*I am proud to assert that together with the Professional Services team we have built honest and fair partner relationships with our customers.*

*A vivid confirmation of this could highlight not only long-term alliance, but customer business growth and scale.*

*Storware takes care of full data protection life cycle and users of Storware Backup and Recovery are focused on their aims as a consequence.*



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**Artur Wójcik**

Professional Services Director  
at Storware

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## Support License Information

To use the comprehensive services provided by Professional Services Team, the customer should be licensed with one of the mentioned options:

- **Free Trial license** – a full access to the capabilities and features of Storware Backup and Recovery with limited in time access for 60 days.
- **Commercial license** – a full access to the capabilities and features of Storware Backup and Recovery with limitation in time according to agreement.



**For users with Community license, support could be provided only via Community Forum and access to the documentation.**

To know more about license options, please visit [website](#) or contact Storware Sales team: [globalsales@storware.eu](mailto:globalsales@storware.eu)

## Storware Professional Services team Division

Storware Professional Services team is represented by several divisions responding to each stage of user experience:

- Pre-sales team investigates potential customer request and helps with tailoring product according to the customer needs, provides full guidance during Proof of Concept (PoC) and onboarding process to make first steps with the product smooth and quick.
- Support team covers full after-sale technical support. At this stage the support team helps customers with the issue analysis and further elimination and problem fixing, guaranteeing stable and robust data protection.

# What you should get as a benefit to join us

## Storware VS Other Backup vendors

	Storware	Other software vendors
<b>Support model</b>	One standard level – one price: Titanium 24/7.	Complex matrix of few levels with different price options.
<b>Storware team</b>	Internal technical team, which works close to developers and has solid level of product knowledge.	Involvement of outsource team to manage issues problems or using AI tools for suggestion documentation for bug fixing.
<b>Support team</b>	Direct communication with technical team regardless of the customer's issue severity.	Involvement account managers for evaluating problem, assigning responsible technical manager. Involvement senior level of technical team could be charged additionally.
<b>Onboarding</b>	Is included and is provided in a white-gloves manner till the moment when customers are fully ready to work with the product on their own. Customers are supplied with all necessary documentation and organized calls with the Professional Services team.	Self-service with documentation and wiki or additional payment for involvement technical team on the calls during the first month of product usage.
<b>Reporting easy</b>	Unlimited number of tickets via internal portal with opportunity to keep all info tracked in written form. In case of necessary calls could be organized with clarification and demonstration.	Limitation of tickets and headache to the customer to choose right case for issue review. Calls for q&a session could be organized by charging on time and material basis.
<b>Language</b>	Using English as a main wide-spread language with the opportunity to use other language through local partners under the request.	Mainly English with complicated procedure of involvement local partners for using other languages.
<b>Feature request</b>	Attention to the customer requests in changes of business processes and needs, openness to ideas. Including relevant proposal into backlog.	Additional features and integrations for additional charge.

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## Support Description

1. Storware Professional Services team provides only one and unified level of support, which covers onboarding and further troubleshooting stage, to Free Trial license users and Commercial license users – Titanium Support. Titanium Support implies contacting the Professional Services team round the clock, not only during the business hours, via defined contacts for organizing resolution in a shorter time.
2. Along with the opportunity to connect Professional Services team, each customer gets access to the documentation and materials which are self-service manner enable to explore more about Storware Backup and Recovery product, its facilities and use cases:
  - [Community Forum](#) – is opened to each license users moderated by Storware team. Users can find the latest updates, specific use cases and experience or exchange information with other users.
  - [Storware Academy](#) – video explanations from Storware Professional Services team on variety of topics related to modern data protection, operational cases or how-to explanation with demonstration.
  - [Technical documentation](#) – technical guidance with detailed description of how to set up, configure and manage backup for virtual and cloud environment.
  - [Knowledge Base](#) – gathered information about use cases and product usage examples.
3. To make first steps in using Storware Backup and Recovery smoother and effortless, the Professional Services team provides unlimited in time onboarding without any additional charging. Onboarding stage covers scheduled call with Professional Services team, access to the documentation with guidance how to use it. The outcome of the onboarding stage is expected full user confidence with the product.
4. To inform the Professional Services team about technical issues or ask about consulting customers could use such options:
  - contact mail [support@storware.eu](mailto:support@storware.eu);
  - mobile phone: +48 604 914 000;
  - open the ticket via internal web platform Jira.In specified cases for better issue analysis and detailed guidance calls with the Professional Services team could be organized.
5. Storware Professional Services team is using English as primary language for customer communication, documentation, marketing or other materials with the opportunity to use other languages through local partners under the request.

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6. To describe technical issues, the Professional Services team recommends providing full and detailed information for its diagnosing and resolving. Duty technical manager could ask customers to provide necessary information to qualify the cause:

- Complication on product usage and general issue description;
- Reproducing of the conditions and steps before the issue;
- Sharing the necessary logs;
- Contact of responsible person on the customer side.

Based on this information, the Professional Services team determines estimation time and steps for the elimination of software errors.

7. Titanium Support users have unlimited access to the issue reporting, which means no time and amount limitation of the opening tickets for issue resolving.

For effective and rapid cooperation with the Professional Services team, Storware recommends dedicating one software error to one ticket. Such an attitude helps to concentrate attention on the concrete problem avoiding ticket duplication.

8. Storware highly value feedback and is ready to assist in customer growing. The Professional Services team is considering customers' requests for new features, given the importance of market challenges and business shifts. Professional Services team invite Storware Backup and Recovery users for open discussion to explore more about current challenges and assist in new possibilities.

To share ideas and plans, our customers can freely use support portal for feature creation requests or communicate directly via e-mail address [professional-services@storware.eu](mailto:professional-services@storware.eu).