Axcient

Axcient Partner Support

Thank you for partnering with us! At Axcient, we deliver critical services that protect important business assets, including the relationships you have built with your clients. Your reputation matters, which is why our goal is to deliver a **painless, profitable, and proven** partner experience.

Every member of the Axcient family is committed to this mission. To remain accountable, we follow an agile methodology, continually measuring and adjusting according to your needs and feedback.

Our behavior is governed by our 5 core values:

Take It, Own It
We will take action and be accountable.

Reject Mediocrity
We refuse to accept average results.

Be Agile
We will smartly prioritize, execute, evaluate, and iterate.

Do the Right Thing
We will act with integrity.

Team to Win
The entire company has your back.

Our support philosophy is centered around resolving your problems.

We are committed to resolving every eligible ticket within its targeted SLA. We've structured our processes and workflow to have visibility and accountability for out-of-SLA tickets. All such tickets will be reviewed daily as follows:

All tickets out of SLA: by support management, escalation engineering, and product management

All tickets out of SLA for longer than 3 business days: by a director of support

All tickets out of SLA for longer than 5 business days: by the head of support

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US/CANADA SUPPORT
All critical issues covered 24/7.

1-800-352-0248

x360Recover; D2C/Replibit
24/7 Mon – Sun for all severities

x360Recover; BRC/Fusion
6 AM to 6 PM MT Mon – Fri

x360Sync
6 AM to 6 PM MT Mon – Fri

x360Cloud
4 AM to 5:30 PM MT Mon – Fri

All other products
6 AM to 5:30 PM MT Mon – Fri

GMT SUPPORT
All critical issues covered 24/7.

+44-161-504-8277

x360Recover; D2C/Replibit
24/7 Mon – Sun for all severities

x360Recover; BRC/Fusion
6 AM to 6 PM MT Mon – Fri

x360Sync
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Support Service Level Agreements (SLA)

ISSUE SEVERITY	DEFINITION	SUPPORT RESPONSE TIME
CRITICAL	A significant business-impacting issue that interferes with normal business operations	< 60 minutes
HIGH	A business-impacting issue that does not affect normal business operations	< 4 business hours
MEDIUM	All other issues	< 1 business day
LOW	Issues designated by the partner as low priority, such as minor feature requests	< 2 business days

Examples of Issue Severity

PRODUCT	CRITICAL SEVERITY EXAMPLES	HIGH SEVERITY EXAMPLES
(ALL PRODUCTS)	Complete service outage	Partial service outage
X360CLOUD	Major restore operations, e.g., organizational units; security failures	Non-major restore operations (e.g., single user); restore operations working, but slow; other features impacted (e.g. search filtering, report views, etc.)
X360RECOVER Direct-to-Cloud (D2C) BRC/Fusion	Total service impact; unable to conduct business; Failed backup for more than 3 business days	Backups repeatedly failing, appliance or vault down
X360SYNC	Inability to access or sync data	Slow file syncing
BACKUP FOR FILES	Restoring files and folder needed for critical business applications	Backups repeatedly failed
BDR	Server down restores, or server down virtualizations of backups	Backups that have repeatedly failed
CONTINUITY CLOUD	Critical Continuity Cloud usage, server down restores	Further configuration of the Continuity Cloud, setting up backups of VMs running on the Continuity Cloud

Please Note: Targeted SLA time starts when (1) all core information about an issue has been properly captured; and (2) The Axcient team responds confirming the severity level.

Additional SLA Terms

Continuity Cloud Provisioning SLA

If the issue severity is critical, and a partner will be paying for Continuity Cloud usage, new Continuity Cloud nodes will be provisioned and accessible to the partner within 60 minutes of the critical ticket being submitted.

If the issue severity is not critical, and partner will be paying for Continuity Cloud usage, new Continuity Cloud nodes will be provisioned within 1 business day.

If the Partner is receiving a demo or free Continuity Cloud services, nodes are provisioned based on queued demand, and available free/demo capacity; no guarantees are made regarding timing or availability of demo/free capacity.

- **Contact GMT Support at +44-203-900-0760**
- **Contact US Axcient Support at https://partner.axcient.com/login or 800-352-0248**
- **Free certification courses are available in the Axcient x360Portal under Training**
- **To learn more about any of our Axcient products, sign up for a free one-on-one training**
- **Subscribe to the Axcient Status page for a list of status updates and scheduled maintenance**

No-Cost Training

Regardless of when a technician joins their MSP, they should get access to the same complete training program as the techs before them. Axcient makes that possible with live, on-demand, one-on-one trainings, available both online and in-person. On the other hand, seasoned technicians may need a refresher on solution capabilities and features as they apply to new business use cases. And with regular Axcient product updates, releases, and launches, technicians always know how to get a guided tour of what's new.

Partner-driven Training to Improve Retention and Utilization

Training starts in the x360Portal, where MSPs can quickly and easily sign up for the time, duration, and location of the training they desire. So regardless of how much knowledge you come in with – whether you're brand new or need a tune-up – our training team is equipped to help you reach your goals.

Training scheduler within the x360Portal

Schedule a 15, 30, or 60-minute training session with our team on the topic of your choice. https://axcient.as.me/training

The Axcient Onboarding Program

The Axcient onboarding team helps new partners configure and optimize their business continuity and disaster recovery (BCDR) solutions. This initial stage is critical because it sets the tone for our partnership going forward. Partners meet their dedicated account managers and training specialists, get introduced to support channels and resources and learn how to navigate the x360Portal.

Our 4-tier onboarding program includes the following:

1. **Product Training and Certification:** To ensure our partners can efficiently train and certify their technicians on Axcient products, Axcient offers both online training and product certification, as well as instructor-led training at no charge.

2. **Deployment Review:** After partners have deployed their solutions, Axcient provides an in-depth site review to make sure they are set up effectively to monitor and manage their solutions and meet client SLAs and deliver uninterrupted business continuity no matter what.

3. **Axcient Marketing Portal:** The Axcient Marketing Portal (AMP) gives partners free and unlimited access to a variety of already-done marketing tools to help grow their MSP. Resources include brandable assets and collateral, personalized email campaigns, custom social media campaigns, engagement reporting, and marketing development funds (MDF).

4. **1:1 Personalized Support:** There's no limit to the amount of knowledge an MSP and their techs can have about their BCDR solutions. To support long-term learning and an extensive understanding of Axcient's capabilities, training specialists are available for partners to get one-on-one guidance throughout each of their deployment milestones.

While the onboarding program is designed to introduce MSPs to Axcient and their new solutions, we pride ourselves on the simplicity of our products. With features like silent installation, straightforward deployment, and the elimination of overwhelming 'rip and replace' requirements, some MSPs are backing up within minutes.

Axcient Status Page

Axcient's home for real-time and historical data on system performance. https://status.axcient.com/