

QUANTUM DEDICATED SUPPORT ENGINEERING SERVICES

Make the biggest difference in your data with direct access to dedicated technical support expertise from Quantum

DATASHEET

BENEFITS OF QUANTUM DEDICATED SUPPORT ENGINEERING SERVICES

- Bypass Level 1 technical support for faster triage and issue resolution with a product expert
- Build a relationship with Technical Support Engineering specialists that understand your environment, your needs, and can help to maximize ROI on Quantum products
- Periodic case reviews to drive continuous operational improvement

Quantum dedicated support engineering services provide you with direct access to either a single point of contact that is an expert on your account, or direct access to a team of technical support engineers so you can resolve issues more quickly, mitigate downtime risk, and get the most out of your Quantum solutions.

Quantum offers two levels of dedicated support engineering depending on your needs. The Dedicated Support Engineer service provides a dedicated technical resource who will establish a relationship with you, understand your environment in detail, and work directly with you to deliver faster issue resolution. The Quantum Advanced Support Team Service gives you direct access to a team of support engineering experts who will work directly with you to resolve issues more quickly.

Quantum offers two levels of Dedicated Support Engineering Services to meet the needs of a broad range of customers. The table below details the two levels, along with the Standard Maintenance Contract details for comparison purposes.

Included in the Services	Standard Maintenance Contract	Advanced Support Team	Dedicated Support Engineer Service
Open Cases 24x7x365	X	X	X
Access to MyQuantum Service Delivery Platform	X	X	X
Access to Quantum Cloud-Based Analytics (CBA) Monitoring Portal	X	X	X
When case is opened, case goes to...	Standard Level 1 tech support	Team of experts familiar with your environment	Dedicated single point of contact for your account
When performing onsite maintenance, Field Service Engineers and Third-Party Maintainers engage with...			
Support case ownership	Transactional: Next Available Tech Support Engineer	Relationship: Your case is handled by the Quantum experts assigned to your account	Relationship: The DSE is 100% dedicated with handling your cases
Quality and Engineering Engagement, including proactive Quality reporting, training and document review recommendations		X	X
Review of services cases		Monthly	Twice a month

Quantum technology, software, and services provide the solutions that today's organizations need to make video and other unstructured data smarter – so their data works for them and not the other way around. With over 40 years of innovation, Quantum's end-to-end platform is uniquely equipped to orchestrate, protect, and enrich data across its lifecycle, providing enhanced intelligence and actionable insights. Leading organizations in cloud services, entertainment, government, research, education, transportation, and enterprise IT trust Quantum to bring their data to life, because data makes life better, safer, and smarter. Quantum is listed on Nasdaq (QMCO) and the Russell 2000® Index. For more information visit www.quantum.com.

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