



# Rubrik Premium Support

## World-Class Support Committed to Your Success

### OVERVIEW

Rubrik Premium Support provides your organization with direct and immediate access to our experienced team of support engineers to help you minimize your operational costs. Rubrik's support team will provide 24 x 7 incident-based coverage globally, collaborating with your IT team to alleviate recurring problems in your Rubrik environment. Our support professionals are equipped with the technical expertise to quickly address any incidents through both telephone and online support, and will help ensure that services in your mission-critical data management environment are running optimally.



**82**  
NPS Score  
Product + Support

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**98%**  
CSAT Score

**NorthFace  
ScoreBoard Award**  
Awarded based on real customer feedback.

**Award Winner  
2017**  
The Year's Ten Best  
Web Support Sites  
**Association of  
Support Professionals**  
Top 10 best web support sites in 2017.

**CEMPRO**  
100% of support team certified by CEMPRO.

### SCOPE AND BENEFITS

Engaging Rubrik's support team will allow your IT team to resolve complex issues more efficiently. Premium Support includes the following benefits:

- **Telephone and web support:** Rubrik's support professionals will be available by telephone or web interface on a 24 x 7 basis. Your IT team will have access to web-based knowledge and self-help customer support tools that can help minimize disruptions.
- **Product updates and fixes:** In order to ensure that your IT environment is equipped with the latest Rubrik features and functionality, our support engineers will keep your IT team apprised of latest software updates and new releases. Any critical product fixes will also be handled, allowing you to maintain a consistent high level of productivity.
- **Advanced hardware replacement:** For any hardware failures, Rubrik will ship an advanced replacement to arrive at your site the next business day if the request is received before 3PM local time. Please note that shipping to certain locations may be subject to local customs clearance processing and associated delays.

### ADDITIONAL INFORMATION

For more information on Rubrik's support offerings, please refer to the Rubrik Proactive Add-On and Dedicated Add-On Support Program data sheets, or contact your Rubrik representative.



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Rubrik delivers instant application availability to hybrid cloud enterprises for recovery, search, cloud, and development. By using the market-leading Cloud Data Management platform to provide instant access with self-service, customers mobilize applications, automate protection policies, recover from Ransomware, search and analyze application data at scale on one platform. From days to seconds.

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