



iam

Cloud Drive Mapper: Premium Support



// Standard vs Premium

// Automatic Escalation to 2nd Line

// Support by phone

// Premium SLAs

// Dedicated Consultant/Technical Account Manager (20 hours per year)

// Vendor 2 Vendor support (20 hours per year)

// Annual Service Review

// The Overwatch

// Customer Advisory Board (2 seats, optional)

// Pricing



Standard.

Technical Support by Email &
Web
Standard Service Hours
Knowledge Base
Standard SLAs
24/7/365 Outage Response
Status Alerts
Future Upgrades

Premium.

Everything in Standard
+
Automatic Escalation to 2nd Line
Support by Phone
Premium SLAs
Dedicated Consultant/TAM
Vendor-to-Vendor Support
Annual Service Review
The Overwatch
Customer Advisory Board

Automatic Escalation to 2nd Line.

We have thousands of customers and partners, and millions of users. In Standard Support we operate a 1st line triaging process to get a basic understanding of the issue raised in the ticket, categorize the ticket and assign priority, potentially reach back out to the customer to acquire more information, and then as required to route or escalate the ticket to the relevant individual or team to help progress the case.

This triaging process is very helpful to ensure that we focus on the most urgent and critical issues first. However, it also takes some time. And if the issue was urgent, then skipping this process and going straight to a 2nd line technical support engineer who is more technically able to resolve the issue would inevitably bring about a faster resolution.

Premium Support allows your tickets to skip-the-queue to achieve a faster resolution to your issues, requests and queries.



Support by Phone.

We recommend all customers to raise tickets by web portal or email, because it allows them to send all the information we might need including a clear description of the issue, reproduction steps (if available), screenshots (if applicable), and log files. Having this information from the start helps us speed up our ability to understand and resolve issues.

However, we also recognise that a human touch can be important too, especially if an issue is urgent or uncertain.

We provide support by phone throughout our Standard Support Hours, and an on-call service 24/7/365 for critical issues.

Premium SLAs.

Better SLAs means faster responses, guaranteed.

Standard:

Critical = 1 hour

High = 4 hours

Medium = 8 hours

Low = 24 hours

Premium:

All tickets = 1 hour



Dedicated Consultant / Technical Account Manager.

Like most technical support services, we are typically reactive to our customer's requirements and only tend to be used by customers when there is an issue.

The result of this is that we do not have a detailed understanding of individual customers or their specific requirements. We also have little opportunity to help our customers to optimize their environments in a way that's going to help maximise the the value they get from CDM and, more importantly, the overall productivity benefits they get as an organization.

Premium Support customers get 20 hours per year from a dedicated Technical Account Manager (TAM) who can help analyse and optimize your setup, help us to better understand your needs, run training for IT admins or even your users, and provide up-to-date insights into our upcoming roadmap.



Vendor-to-Vendor support.

Cloud Drive Mapper is middleware. For the best outcomes, CDM needs to work in harmony with a wide range of other technologies, from the local O/S and network security layers, to the desktop applications working with the drives, to the cloud storage platform itself.

Our Vendor-to-Vendor support means we're on-hand if there is ever a conflict or issue between our software and another third-party. We will jointly attend calls with you and the other vendor, representing your requirements, and attempt to find the most optimal outcome.

We provide 20 hours per year of this support.

Annual Service Review.

Premium Support is packed with added benefits over and above our standard offering, and it's priced accordingly. That means it's even more important our customers get the most value from us that they can. Our Annual Service Review provides an opportunity to review the previous year in detail.

We'll go through any tickets you may have raised during the year and their outcomes. We'll cover your use of the Premium Support service, our performance against our SLAs, we'll also discuss how CDM is doing when it comes to helping you meet your requirements, and where there is room for improvement.



The Overwatch.

The CDM client is the most powerful technology of its kind anywhere, but even it is not the full picture. CDM also gains several major capabilities from its relationship with the cloud. One of these capabilities is our Provider Monitoring Service – which is a granular health monitor for every CDM client across every customer.

It gives us invaluable real-time insight into how CDM is performing, what issues it might be running into, and we've even used the data to help Microsoft narrow down issues in their own servers.

However, in the standard support offering, we use the Provider Monitoring Service reactively and to assist with troubleshooting.

The Overwatch switches the way we use the Provider Monitoring Service to a proactive eyes-on-glass like service to allow us to help head-off and prevent issues arising in the first place, as well as help customers optimize CDM to maximise performance while minimising risk to the cloud storage connection.



Customer Advisory Board.

(2 Board Seats)

Every Premium Support subscription comes with 2 seats to our Customer Advisory Board. Attendance is optional, and undertaken under mutual NDA and the Chatham House rule.

The Customer Advisory Board provides attendees with an opportunity to collaborate with our CEO and CDM product teams. It enables you to directly input your ideas, challenges and requirements to our product group.

Being part of our Customer Advisory Board gives you insight into the future of CDM, but even more – it gives you the opportunity to actively help shape it in a way that best meets your organizations needs.

Pricing.

Premium means premium.
With CDM + Premium Support you get the world's best-in-class solution for integrating Microsoft 365 storage into your workplace.

+30%
of CDM subscription fee.

(minimum £10,000 / \$16,000 per year)



Contact sales: sales@iamcloud.com
www.iamcloud.com/cloud-drive-mapper/support