Hammerspace Support Services

Get the most out of your Hammerspace software with 24x7x365 support, included with your software subscription.

Summary

The data stored, managed, and orchestrated by Hammerspace is critical to the success of our customers. That is why Hammerspace offers 24x7x365 support with global follow-the-sun capability, included as part of your Hammerspace software subscription.

Our support team is staffed with engineers with deep expertise in file systems, storage technologies, and data orchestration so you can get your problems addressed quickly without navigating through multiple levels of support.

What is Included

Hammerspace Support Services are designed to meet the needs of global companies that often rely on Hammerspace for their most demanding data workloads. Our Support Services include:

- **Remote 24x7x365 support** with three levels of response times based on issue severity
- **Global, follow-the-sun capabilities**
- **Multiple communication channels** including Slack, email, or phone
- **Hammerspace Support Portal Access**, which includes access to a customer dashboard and the Hammerspace knowledge base
- **Software Updates**, including both bug fixes and new feature releases, are included free-of-charge

Benefits

Maximize availability of your systems and data with round the clock, follow-the-sun support

Direct access to engineers with deep expertise in file storage and data orchestration

Conveniently interact using the method of your choice: Slack, email, or phone

Included with Your Software Subscription: Hammerspace support is included with your software subscription to maximize ROI

HAMMERSPACE

Severity Levels and Response Times

Hammerspace offers three levels of response times based on issue severity. Hammerspace will support the customer on any version of Hammerspace software as long as they have an active software subscription license, though it is recommended to run a version of Hammerspace that was released within 18 months of current GA release.

Severity Level[1]	Description	Response Time
Level 1	Incident with a critical impact on business operations. System or service is down, unable to access data.	2 hours
Level 2	Incident that materially degrades significant aspects of business operations. Non-critical loss of software or service functionality.	4 hours
Level 3	Incident that does not substantially affect business operations. Information request or bug report that does not impact day-to-day use of the software.	24 hours

[1]For Severity 1 incidents, it is expected that the customer call in and be available as needed

Connect with Customer Support

Customer responsiveness is our highest priority. We offer a number of ways for you to connect directly with our dedicated and experienced Support Team via your preferred communication channel.

slack
Hammerspace Customers

email
support@hammerspace.com

Support Portal
supportportal.hammerspace.com

phone
United States: +1 (650) 747-8400
United Kingdom: +44 (0)1182 309 400
Canada: +1 (249) 559-1500