

Why Renew Your Unitrends Maintenance?

Our surveys indicate that 98 percent of Unitrends customers contacting support are truly satisfied. However, support goes well beyond those calls. **Unitrends maintenance is truly a strategic investment.** Why?

Ransomware is on the rise

Victims of cybercrime have paid out more than \$140 million over the past six and a half years, according to calculations by the FBI. With no relief in sight and new and more sophisticated variations continuing to emerge, you need a continuity strategy you can rely on when your number's up. With Unitrends Support, our team is here if you need us to help you quickly restore your data with minimal downtime and without paying ransom, or need just a calm voice in a time of crisis.

Staying secure means staying employed

When your appliance goes out of support, you no longer receive critical software updates and security enhancements. This means your system may become vulnerable, and you're now personally responsible for what does or doesn't happen.

Hardware failure is a fact of life

Take this worry (and unplanned expense) off the table. If we determine your hardware or parts are defective, we will immediately initiate a hardware part replacement or repair. Most repairs do not require an onsite hardware service technician; however, if required, we'll coordinate the repair or diagnostic visit.



Additional awesomeness comes standard:

- » Contact U.S.-based engineers for answers and support 24x7x365
- » Get notified of critical software updates, enhancements and new releases
- » Automated Monitoring: Millions of hardware life data points constantly monitored in the background
- » Predictive Analytics: Automated monitoring and trend analysis predicts and heads off hardware failures
- » Proactive Replacement: We get in touch and quick ship your replacement before failures affect your backup

“You guys are proactive. I didn’t even know I had a problem. You identified a failing hard drive and got me a replacement almost overnight. In addition, you cleaned up my missed jobs and got my backups running again.” — Jason Stenklyft, Government Contracting Services

ABOUT UNITRENDS

Unitrends makes efficient, reliable backup and recovery as effortless and hassle-free as possible. We combine deep expertise gained over thirty years of focusing on backup and recovery with next generation backup appliances and cloud purpose-built to make data protection simpler, more automated and more resilient than any other solution in the industry.

Learn more by visiting unitrends.com or follow us on LinkedIn and Twitter @Unitrends.