

AvePoint Proactive Support Overview

In today's dynamic digital landscape, we believe that exceptional isn't enough. At AvePoint, we're on a mission to redefine the very essence of customer support, and that's why we're excited to introduce you to our latest innovation – Proactive Support for our top tier SaaS solutions.

Why, you ask? Because we understand that your time and peace of mind are invaluable! With Proactive Support, we're taking a bold step forward, transcending the boundaries of traditional assistance. We're no longer satisfied with merely being there for you when problems arise; we're committed to making sure we find them first and fix them, so you can keep focusing on your priorities.

Transitioning from a traditional 24/7 support model to a proactive support model for SaaS product job failures and exceptions offers many distinct advantages. Here are some compelling points to differentiate and highlight the benefits of this new approach:

Enhanced Reliability:

- Proactive support is a way to enhance the reliability of our SaaS products. You will appreciate knowing that potential issues are being actively monitored and resolved, resulting in a more dependable user experience.

Issue Prevention and Mitigation:

- Proactive support focuses on identifying and addressing issues before they escalate. By monitoring daily jobs for failures and exceptions, AvePoint Support can prevent problems from occurring or quickly mitigate them, reducing downtime and customer impact.

Faster Response Times:

- With proactive notifications, AvePoint Support can react faster to job failures and exceptions, often addressing the issue before customers are even aware. This rapid response demonstrates your commitment to minimizing disruptions and delivering top-notch service.

Competitive Differentiation:

- Few companies offer proactive support at this level. This sets AvePoint Support apart from competitors and further solidifies us as an industry leader in customer-centric service.

Reduced Customer Effort:

- Customers value products that minimize efforts and maximize productivity. With proactive support, this reduces the need for customers to report problems and wait for resolutions, leading to a smoother user experience!

Data-Driven Insights:

- Proactive support generates valuable data about recurring issues, patterns, and trends. We will leverage these insights to make informed decisions about product improvements, updates, and optimizations that can enhance overall user satisfaction.

Cost Efficiency:

While proactive support requires initial investment, we cannot highlight the long-term cost savings potential enough. Preventing issues before they escalate can lead to fewer large-scale incidents that require extensive resources to resolve.

Proactive Support Program Components



Real-Time Monitoring

Our proactive support system detects issues in real-time, allowing us to take action before you even notice. Your assigned Support Engineer is alerted instantly, creating a support ticket and reaching out to you promptly.



Priority Ticket Handling

Your support tickets are given top priority. We understand that time is of the essence, and we're committed to getting your system back to normal as quickly as possible.



Support Ticket Trend Review

Our Support Engineers don't just fix issues; they proactively analyze support ticket trends within your environment. If they identify recurring issues, they collaborate with our product and Cloud Ops teams to enhance our products and services.



Our monitoring system our Support team upon issue detection.



The Support Engineer creates a support ticket to document the incident and initiate resolution procedures.



Once successfully resolved, our Support Engineer will contact you to confirm resolution.



The Support Engineer will periodically review case history to find issue trends and work with Product and Cloud Ops teams to improve the product.

How to Buy

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