

Qumulo Care



Customer Success Managers

Qumulo Care provides you with a dedicated Customer Success Manager (CSM). Your CSM will:

- On-board you with Qumulo and ensure you receive the maximum value of your Qumulo product.
- Act as your primary contact for all of your questions, support requests, upgrades and feedback related to your Qumulo cluster.
- Provide valuable insights and recommendations to help you manage your Qumulo cluster. Your CSM is highly skilled at managing large scale storage environments.
- Conduct regular calls with you to help better understand your needs and address any questions or concerns.

“I feel like I’m getting direct access treatment with Qumulo Care. Their customer support team has been readily available to me. It’s been almost proactive on their part, instead of me tracking them down for help.”

— **Thai Do**
Director of Technology, Blind Visual Propaganda



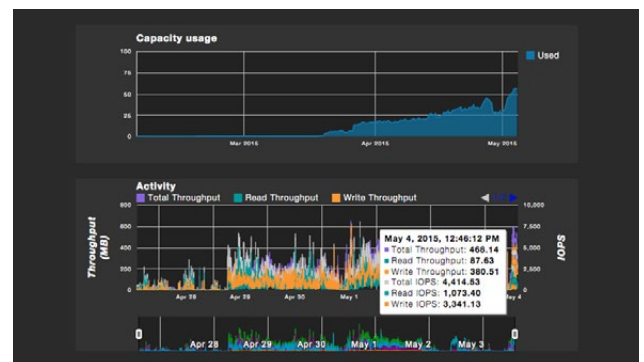
- Highly-Experienced:**
Combined 50 Years
PB-Scale Storage Experience
- High-Touch:**
Your Single Point of Contact
- Ultra-Fast Support Model:**
Go Directly to the Engineers



Cloud-Based Monitoring

Qumulo Care Cloud-Based Monitoring remotely monitors and reports on your cluster uptime, performance and capacity usage over a secure VPN connection. Cloud-Based Monitoring:

- Provides pro-active online monitoring of your Qumulo cluster.
- Provides monitoring for Qumulo Core software as well as hardware events such as capacity triggers, latency, throughput, IOPS and disk and node failures.



“I’m pulled in 10 different directions, keeping visibility on every system can sometimes be difficult. So getting an email from the Qumulo Care team basically saying we had a situation where Qumulo engineers noticed a power supply was not functioning and causing a performance issue with the cluster. They promptly notified me and worked with us to get a new power supply. They also let us know the status of the performance bug and when it would be fixed. – that sort of initiative is really helpful for any IT team.”

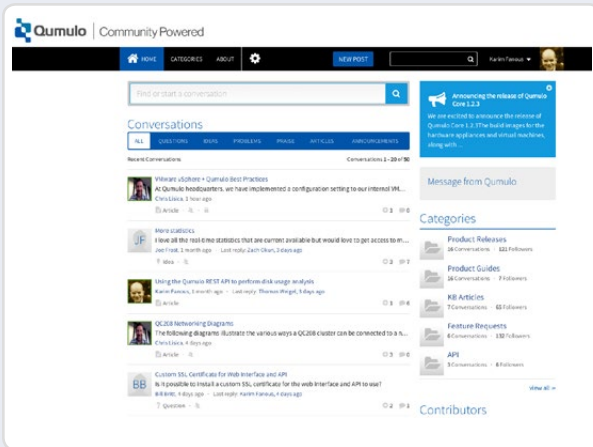
— **Grant Turner**
IT Manager, Sportvision

Online Qumulo Community

The Qumulo Online Community allows you to network and engage with other Qumulo customers and users. The community provides a centralized location for software release notes, new Qumulo Core builds, knowledge base articles, videos, tutorials and more. With the Online Qumulo Community you can:

- Collaborate with other Qumulo Customers and Qumulo employees.
- Exchange ideas and provide feedback directly to Qumulo.
- Stay current with the latest news and software releases from Qumulo.
- Browse and search the Qumulo Core Knowledge Base articles.

<https://community.qumulo.com>



“Our experience with Qumulo Care has been fantastic, it’s actually a lot more proactive than our internal warning systems.”

— **Sam Frankiel**
IT Director, Ant Farm

Qumulo Core Open Source Community

The Qumulo Core Open Source Community contains applications built by and for Qumulo customers using the Qumulo Core APIs. The Qumulo Core Open Source Community allows you to:

- Access the latest Open Source applications built with the Qumulo Core APIs.
- Learn and collaborate with others on how to leverage the power of the Qumulo Core APIs
- Contribute and share your own applications using the Qumulo Core APIs.

Qumulo + GitHub

<https://github.com/Qumulo>
opensource@qumulo.com

“I’ve bought a lot of very expensive support contracts over the years, but have never really gotten anything useful out of it. With Qumulo Care it’s a different experience; they’re never trying to sell me something and I almost feel like the software is growing right along with us. For us it’s really vital—we’re a small organization so it’s critical that I have people to rely on.”

— **Geoff Froh**
Deputy Director and Chief Technology Officer, Densho

Contact Qumulo to learn more about Qumulo Care:

1.855.478.6856
care@qumulo.com

<http://qumulo.com/support/>
<https://community.qumulo.com/>
<https://github.com/Qumulo>

About Qumulo

Qumulo, headquartered in Seattle, the leader in modern scale-out storage, enables enterprises to manage and store enormous numbers of digital assets through real-time analytics built directly into the file system. Qumulo Core is a software-only solution designed to leverage the price/performance of commodity hardware coupled with the modern technologies of flash, virtualization and cloud. Qumulo was founded in 2012 by the inventors of scale-out NAS, and has attracted a team of storage innovators from Isilon, Amazon Web Services, Google and Microsoft. Qumulo has raised \$130 million in four rounds of funding from leading investors. For more information, visit www.qumulo.com.

