



**Your
data security
is our priority**

Veeam Support

veeam

Cloud & Service
Provider

Registered

We help you with problems with your backups in the cloud environment. Our support for Veeam backup solutions offers comprehensive technical assistance, fast response times, up-to-date information, troubleshooting, training and support throughout the entire lifecycle. This enables businesses to effectively manage their backup infrastructure and ensure the security of their data.

Service content:

- Reactive support for Veeam Backup Services
- 10 support hours incl.
- Additional hourly contingents can also be purchased at a later date for proactive services at fixed conditions.

General conditions:

- Service time: 08.00 - 18.00h
- Response time: 4 hours
- Billing based on service hours
- Escalation to Veeam possible, services are coordinated by a Service Delivery Manager (SPOC)

The cooperation is based on the SoftwareOne Service Agreement, with a term of 12 months including an extension option.

Price: 1.600,00 €

**CONTACT US
TODAY**

Visit us at
www.softwareone.com

DE
T. +49 341 2568 000
E. info.de@softwareone.com

AT
T. +43 1 878 10 0
E. info.at@softwareone.com

CH
T. +41 844 44 55 44
E. info.ch@softwareone.com



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