Metallic MSP Customer Support Policies

metallic™
A Commvault Venture

Overview

Need help? We're here for you. The operation of your End User's backup solution is Critical to your business, and that's why we're committed to providing the timely support and resources you need. Metallic offerings are covered by the best-in-class Commvault Support team.

Metallic Customer Support

Response to cases under the Metallic offering will be based on the assigned priority level. Please view the table for definitions of each level, with our SLA targets for response times and follow-up, for each severity level.

As we assess each case together with the customer, Commvault reserves the right to reassign severity levels based on the surrounding circumstances.

Contact Customer Support

Access Metallic Customer Support by submitting a customer support case via the Metallic Lighthouse Portal.

Email: customersupport@metallic.io
MSP Partner Portal: msp.metallic.io
Metallic Hub: login.metallic.io
Resources: https://metallic.io/support
Documentation: https://docs.metallic.io/metallic/index.html

Critical

Your system is inoperable or is at a severely reduced level of functionality resulting in an adverse impact on normal business operations and no immediate workaround or resolution is available. The customer support team will work on your case continuously until it's resolved.

1 Hour response target

4 Hours follow-up

High

You are experiencing intermittent failure or performance degradation which has limited your normal business operations. These incidents are time sensitive and critical to productivity, but do not cause an immediate work stoppage. No workaround is available, and operations can continue in a limited capacity.

2 Hours response target

8 Hours follow-up

Medium

Conditions are defined as a minor incident that can be worked around without major impact to your normal business operations.

4 Hours response target

24 Hours follow-up

Low

You have general questions regarding a low impact issue.

24 Hours response target

48 Hours follow-up

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