



Ensuring Customer Success

OUR SINGLE GOAL, YOUR SUCCESS

Maximize performance and availability. Simplify maintenance.

Yellowbrick Data is completely focused on customer success, ensuring our users maximize performance, enhance their analytic capabilities and reduce operational costs. Just as the Yellowbrick Data Warehouse is architected to be simple operate and maintain, so we have architected our customer engagement and support processes to be simple and focused on the single goal of customer success.

A single point of access to all Yellowbrick Data services

Customer success is about people working together therefore all Yellowbrick customers have a single point of contact who understands their needs and is committed to their success. Through this single point of contact, customers can access all support services from “how do I...?” questions to incident resolution for all Yellowbrick Data Warehouse components, including compute, storage, network, software, operating system, database, and backup services.

SOFTWARE UPDATES AND HARDWARE UPGRADES THE YELLOWBRICK WAY

When a customer purchases a Yellowbrick Data Warehouse, all software updates are included, and is performed by a Support Engineer, either on-site or remotely. Due to the converged architecture of the Yellowbrick Data appliance, a single update addresses the entire stack and most updates complete in 15 minutes.

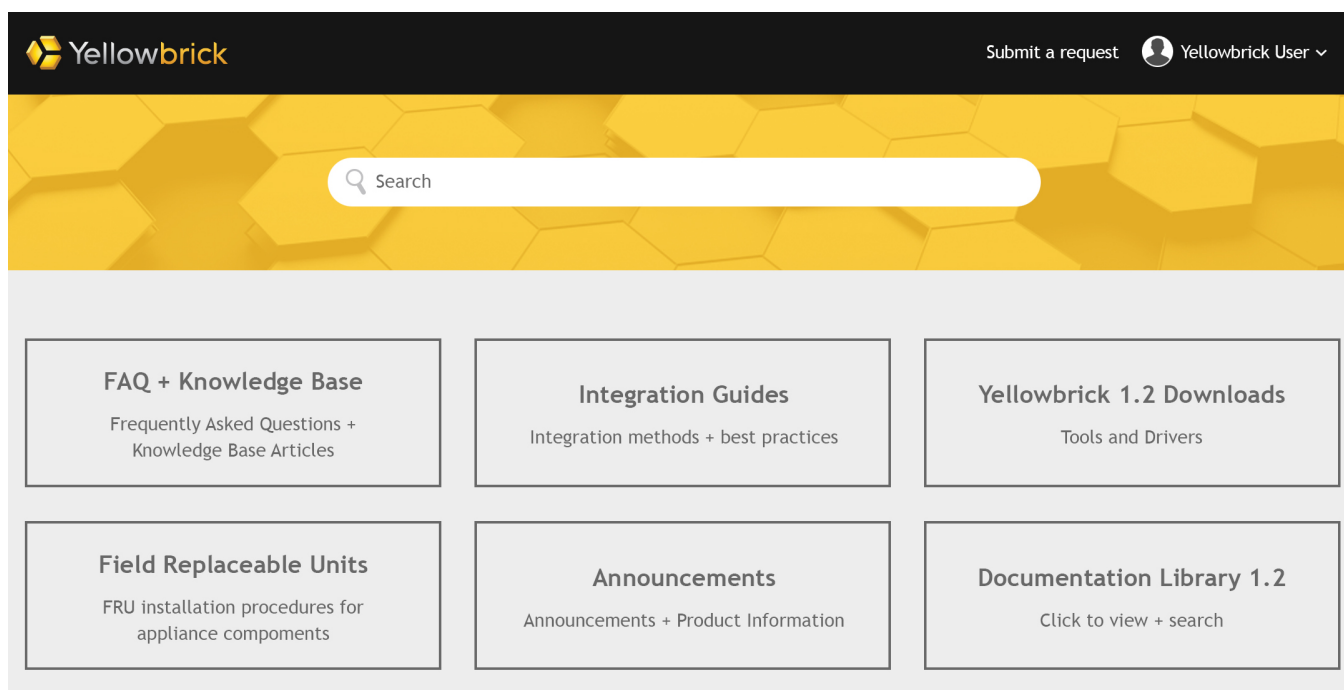
The Yellowbrick Data Warehouse’s highly available design ensures that hardware component upgrades and replacements do not disrupt business. Most components are easily hot-swappable. If a hardware component fails, remote monitoring services automatically detect the failure and promptly send a replacement, without user intervention.

AROUND THE CLOCK REMOTE MONITORING

Yellowbrick Customer Support includes 7x24 remote monitoring technology that enables Yellowbrick Data Support Engineers to handle most day-to-day monitoring activities. Yellowbrick Data Support Engineers review real-time diagnostic data, provide recommendations, proactively address issues, and deliver prompt incident resolution.

KEY HIGHLIGHTS

- Committed to customer success at every step of the journey
- Comprehensive remote monitoring, support and training
- Single point of contact to ensure continuity and success



COMPREHENSIVE SUPPORT, ANYTIME, ANYWHERE

Customers can create a service ticket at any time for any issue, incident, or question. Yellowbrick Data's Customer Success team is available 24x7 and will respond promptly, according to the service ticket priority (Low, Normal, High, Urgent). Customers can open a service ticket using:

- **Secure web portal:** support.yellowbrick.io
- **Email:** support@yellowbrick.io
- **Phone:** 877-4YB-DATA (877-492-3282)

Yellowbrick Customer Support is available for appliances installed in North America, Europe, and Asia. Customers have full access to the Yellowbrick Customer Support Center, which includes a knowledge base, software downloads, and a comprehensive documentation library. Yellowbrick Data also offers self-directed and live training either remotely or onsite.

WANT TO KNOW MORE?

Find out how Yellowbrick's commitment to customer success can help you transform your organization. Contact us at: sales@yellowbrick.COM