

Customer Support is ...



8 Locations



10 Languages

English, French, German, Italian, Portuguese, Russian, Spanish, Turkish, Chinese, Japanese

**Language support availability may vary on your location, check [Veeam Support Policy](#) for details.*



450 IT Professionals

- Your first point of contact will always be an IT specialist
- Any critical incidents are handled by a dedicated team ("SWAT")
- Veeam Cloud Service Providers receive special treatment

Proficient in

- Microsoft Windows
- **Virtualization**
- VMware vSphere
- **Microsoft SQL**
- Microsoft Hyper-V
- **Networking**
- Cloud Computing
- **SAN/NAS**
- Microsoft Active Directory
- Microsoft Exchange
- **Oracle DB**
- Storage Virtualization
- **Nutanix AHV**
- Linux
- **PowerShell**
- Microsoft Office 365
- **Microsoft Sharepoint**
- Microsoft Azure
- EMC Storage
- **HP Storage**
- NetApp Storage
- **QNAP Storage**
- Oracle RAC
- **SAP HANA**
- IBM AIX
- **Oracle Solaris**
- ExaGrid



#1 in industry customer satisfaction

- Veeam Achieves NPS Score of 73 – 3.5 Times Higher Than the Industry Average (<https://www.veeam.com/news/veeam-achieves-nps-score-higher-than-the-industry-average.html>)
- Customer Satisfaction Rate above 95% (in 2018)
- We review every piece of feedback we receive
- Direct access to the Veeam Support management team when additional assistance is required