

Cove Data Protection support:

If it's critical to you, it's critical to us

Support is one of the most important components of any data protection product. Of course, you need a product that provides fast backups and reliable recovery without outside assistance, but if something goes wrong, you need to be able to rely on your vendor partner to provide the support you need to be a hero to your customers.

This is never more important than during a critical outage, especially one due to ransomware.

We're not the judge of when a recovery is especially time critical—you are.

Critical Restore is our customer-driven, fast-escalation process. Just let us know on your initial call, email, or chat message that this recovery is especially time sensitive, and that's our signal to bring all hands on deck to help you get your customer back up and running ASAP. And we don't charge extra for premium support—premium is our standard.

Here are some of the most frequently asked questions about Cove Data Protection™ support.

Q. How can I reach support?

Support cases can be submitted 24/7 through live chat, web form, or phone call.

- In North America, call us at 1-855-679-0817. For additional local support numbers, please visit the [Customer Success Center](#) and click on the Need Assistance link.
- Open a ticket at [technical-support](#)
- Start a live chat session at [Partner Success Center](#)

“N-able’s technical support for this solution is excellent. They are just amazing. If you have to call them, you press 2 for technical support and, within half-a- minute, you’ve got somebody on the phone. It’s very rare that you have to wait on the call. Their response rate is phenomenal.”

– Dirk Wittkowski,
President, Tech Help Group, Inc.





Q. How can I indicate a Critical Restore is needed?

When calling in to support, press 2 for technical support, press 1 to select Backup, and press 1 again to tell us this is a Critical Restore case. When using live chat, select the Critical Restore case type option at the start of the chat.

Q. What are the hours of support availability?

N-able™ support is staffed and responsive 24 hours a day, 7 days a week. There is no extra charge for premium support outside of business hours—it's all included in your license fee.

“N-able support guys are second to none! They are the best! They are a great bunch of guys that are always great to talk to.”

– Jim Christopher,
Senior network/system administrator,
S&L Computer Services

About N-able

N-able, Inc. (NYSE: NABL), the solutions partner helping IT services providers deliver security, data protection, and remote monitoring and management services.

N-able fuels IT services providers with powerful software solutions to monitor, manage, and secure their customers' systems, data, and networks. Built on a scalable platform, we offer secure infrastructure and tools to simplify complex ecosystems, as well as resources to navigate evolving IT needs. We help partners excel at every stage of growth, protect their customers, and expand their offerings with an ever-increasing, flexible portfolio of integrations from leading technology providers.

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