SCALITY
RELIABLE. SECURE. SUSTAINABLE.

SCALITY · CUSTOMER SUCCESS

ScaleCare

Your success is our business.



For years, support was treated like insurance: something you hoped never to use, judged on SLAs and price. **We made a different bet.**

Customer Success isn't a line of defense; it's a value driver. Our engineers are among the world's foremost experts in object storage, and their expertise shouldn't sit idle between incidents. It should be working for you continuously — monitoring, anticipating, accompanying your platforms from day one and through every year that follows.

A customer who sleeps soundly isn't a customer who never has problems.

It's a customer we're taking care of, before the problem exists.

87
Net Promoter Score

Among the highest in enterprise storage. It's not what we promise; it's what customers tell their peers, unprompted, in their procurement discussions.

15 min
P1 response target, every ScaleCare tier

24/7 · 365
P1 coverage, from Bronze upward

5 hubs
An engineer in your timezone, mid-workday

CHAPTER 01 · THE WOW EFFECT

Your go-live as an experience

> ***It all starts with a promise. Not a commercial promise. A team promise.***

From first meeting to production, everything is orchestrated to run without friction. Two Scality experts own your go-live, with a single objective: to make it memorable, for all the right reasons.

THE ORCHESTRATOR

Project manager

The PM's one job is to make sure nothing surprises you.

They drive every phase, coordinate Scality's technical resources, align success criteria with your teams, and make sure go-live unfolds exactly as planned. Prerequisites, milestones, handoff to operations — every detail documented, validated, orchestrated.

THE GUARDIAN OF YOUR VALUE

Customer Success Manager

The CSM joins on day one and stays for the long term as your strategic contact.

They protect your interests inside Scality and keep the solution aligned to your real business objectives, not just the statement of work — running the quarterly reviews that track adoption, anticipate expansion, and plan what's next.

The customer journey in five stages

Assessment

Scoping, environment analysis, success criteria is defined.

Installation

The PM orchestrates deployment, end to end.

Go-live

Full validation, frictionless launch. The wow effect.

Training

Your teams build knowledge via Scality University and certifications.

Production

Long-term. This is where ScaleCare comes into its own.

CHAPTERS 02-04 · ALWAYS ON

Humans, AI, and an engineer who knows you

As your platform matures, ScaleCare deepens: from a real expert on the line, to AI that predicts, to an engineer who knows your infrastructure by heart.

Bronze

A human, in your timezone

An expert picks up, not a bot

A P1 fires at 11:47 PM on a Friday. Without ScaleCare, that call comes back Monday morning. With Bronze, a Scality engineer who knows RING and ADI inside out picks up within 15 minutes.

No decision tree, no night-shift call center, just a high-level technical conversation from the first minute, with a direct line to engineering if it's needed. A human expert owns your incident whether it's 3 AM on a Sunday or 3 PM on a Tuesday.

Silver

AI that predicts

Guardian: automated platform health check

From Silver, AI models trained on years of RING data learn what's normal for your environment. Most incidents announce themselves: creeping latency, an unusual fill trend, a correlation between components that each look fine alone.

Guardian raises a structured alert before you'd have reason to be concerned, making the difference between suffering an incident and having prevented it.

Gold

An engineer who knows you

Your dedicated Customer Success Engineer

From Gold, a senior Scality engineer connects to your platform every week, knowing your history, usage, and growth plans.

They remediate anomalies before they hit production and plan upgrades around your calendar. You have a real conversation on a dedicated channel, not a ticket portal.

CHAPTER 5 · FULLY MANAGED

What if your infrastructure ran itself?

As infrastructure becomes more strategic, so does the decision about who should operate it. Eventually, every IT organization must decide where its team creates the most value.

With Platinum, Scality assumes day-to-day operational responsibility for your environment — from upgrades, monitoring, remediation, reporting, and extensions to the ongoing health of the platform. Your team stays focused on the initiatives that move the business forward.

This goes beyond premium support. Scality becomes the operational steward of your environment, continuously managing and optimizing it on your behalf. You benefit from the experience of the experts who build and support the platform without having to dedicate internal resources to running it.

Choose your level	Without	Bronze	Silver	Gold	Platinum
P1 coverage	*Business hrs*	*24/7 · 365*	*24/7 · 365*	*24/7 · 365*	*24/7 · 365*
Automated health check (Guardian)	—	—	✓	✓	✓
Proactive remediation by CSE	—	—	—	✓	✓
Fully managed platform	—	—	—	—	✓

Every ScaleCare level shares these foundational SLAs, with 24/7 · 365 P1 coverage from Bronze upward. Without ScaleCare, P1 response is business hours only. What differs between levels is the depth of engagement.

15 min
P1 response

2 hrs
P1 restoration

4 hrs
P2 response

SCALITY · SCALECARE

This isn't support. It's a partnership.

Talk with the ScaleCare team to learn how we help customers get more from their investment by keeping their environment performing at its best.

SCALITY
DATA INFRASTRUCTURE

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