N-able Backup 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 backup vendor 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 N-able™ Backup 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. Phenomenal. They are just amazing. If you have to call them, you press two 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 Backup 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 Backup 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 empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it easy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale.

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