



Object First Support: FAQ

How to Contact Object First Support?

- Contact us through our website's support portal at <https://objectfirst.com/support/>, via email at support@objectfirst.com, or by calling our US number: [+1 \(844\) 569-0653](tel:+18445690653)
- The team provides support, 24 × 365 days a year, to address any support issues or questions.

How Do We Prioritize Tickets?

Severity 1

Ootbi is not available or server is down

1 Hour

Severity 2

Ootbi is running in degraded state

4 Hours

Severity 3

Ootbi is running. General questions and consultations

4 Business Hours*

How does Object First Support Collaborate with Veeam?

- We work closely with Veeam to ensure seamless integration and optimal performance. Our collaboration with Veeam is built on a deep understanding of their products.
- Joint investigations are dependent on customers having both Object First and Veeam support.

How are We Different from Other Storage Vendors?

- We liaise directly with Veeam to provide a seamless support experience and communication. Unlike other vendors, we are involved in the case and actively communicate with Veeam.
- Object First is part of TSA-net to facilitate cross vendor support collaboration with our customers.

What are Other Resources?

- The Object First Help Center, <https://objectfirst.com/help/>, serves as another resource to ensure a smooth deployment and overall product use. You can find the Object First Quick Start Guide, User Guide, How-To Guides, Support & Troubleshooting info, as well as Release Notes on this page.