



Data Sheet: Flosum Customer Support

Flosum Customer Support

Flosum provides comprehensive customer support for its products: Flosum DevOps, Data Migrator, Trust Center, Flosum Scan, and Flosum Hosted Backup and Archive. Our dedicated support team ensures customers receive timely, practical assistance for all their implementation, configuration, and technical needs.

Flosum DevOps, Data Migrator, & Trust Center

As our flagship product, Flosum DevOps is natively built on the Salesforce platform and delivered as a managed package within a Salesforce OEM Production org. This deep integration means Flosum's availability and performance align with Salesforce's infrastructure. Consequently, our service delivery adheres to Salesforce's robust uptime guarantees and recovery SLAs, ensuring enterprise-grade customer reliability.

From Salesforce:

Salesforce Services are designed with continuous improvement and Trust (e.g., Availability, Performance, and Security) in the infrastructure. Salesforce uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which Salesforce gives customers prior notice, and force majeure events. Excellent availability statistics are critical to Salesforce's customers' success and the success of Salesforce as a company. Salesforce generally does not focus on a specific percentage, as they do not believe their job on availability will ever be complete. Live and historical statistics on Salesforce system performance are publicly published at <https://trust.salesforce.com/en/#systemStatus>.

Salesforce's Recovery Time Objective (RTO) is 12 hours, and its Recovery Point Objective (RPO) is 4 hours.

Salesforce's disaster recovery plans currently have the following target recovery objectives: (a) restoration of the Service within 12 hours after Salesforce declares a disaster; and (b) maximum Customer Data loss of 4 hours, excluding. However, a disaster or multiple disasters causing the compromise of both multiple Salesforce data centers at the same time, and excluding development and test bed environments, such as the Sandbox service.

This page has the Disaster Recovery and Business Continuity Plans
<https://compliance.salesforce.com/en/disaster-recovery-bcp>

Flosum Hosted Backup & Archive

For our Flosum Backup & Archive solution hosted in AWS infrastructure, we maintain dedicated support teams with expertise in both Salesforce and AWS technologies. Our robust AWS-hosted environment ensures enterprise-grade reliability with 99.99% uptime, while our support engineers provide comprehensive assistance for backup configurations, archival strategies, and data restoration needs. Our cloud operations team monitors the solution's infrastructure 24/7, enabling proactive issue detection and rapid resolution of potential concerns. We maintain strict security protocols and regular compliance audits to ensure your archived data remains secure and accessible according to your retention policies.

Customer Hosted Backup & Archive Support

It's important to note that customers who utilize Flosum Backup & Archive in a self-hosted environment are responsible for infrastructure management and maintenance. While Flosum's support team provides comprehensive assistance for the functionality and operation of the backup and archive solution, customers must maintain adequate technical resources and expertise to manage their hosting infrastructure.

Our support team will assist with troubleshooting Flosum Backup & Archive functionality issues, guide best practices, and help resolve software-specific challenges. However, customers are responsible for infrastructure-related tasks, including server maintenance, network configuration, security updates, and storage management. This requires customers to maintain qualified IT staff with relevant infrastructure management expertise.

Our support infrastructure is designed to provide quick resolution times, clear communication channels, and expert assistance across all our products. Service levels are tailored to meet diverse customer needs.

Service Level Agreements (SLAs)

Our Service Level Agreements (SLAs) are structured to provide rapid response and resolution based on issue severity. We maintain four priority levels, from Critical (P1) to Low (P4), each with specific response and resolution timeframes.

For critical issues affecting production or data integrity, we commit to an initial response within 1 hour and target resolution within 4 hours. High-priority issues receive attention within 2 hours, while medium and low-priority items are addressed according to business impact and available workarounds. These SLAs reflect our commitment to minimizing system disruptions and ensuring continuous business operations for our customers.

Severity Level	Initial Response	Resolution Target	Description
Critical (P1)	1 hour	4 hours	Production is down, data integrity is at risk, and there is no workaround
High (P2)	2 hours	8 hours	Major functionality impaired, a temporary workaround may exist
Medium (P3)	8 hours	2 business days	Minor feature issues, stable workaround available
Low (P4)	2 business days	Within 1 week	General inquiries, feature requests, or documentation needs

Support Contact Information

Channel	Details	Availability
Support Portal	support.flosum.com	All packages
Email	support@flosum.com	All packages

Note: All response times for Standard Support are measured during business hours. Premium and Signature Plus packages include extended coverage for critical issues.

Support Packages Comparison

Flosum offers three comprehensive support packages tailored to different customer needs. The Standard package provides essential coverage during business hours (7 AM - 7 PM US CT Monday through Friday) with email and portal support. The Premium package enhances coverage with 24/7 support for critical issues, a dedicated Support Engineer, and quarterly health checks. Our top-tier Signature Plus package delivers the highest level of support, including 24/7 coverage for P1 and P2 issues, phone support, a designated Technical Account Manager, monthly health checks, annual system reviews, and proactive monitoring. Each tier increases the number of named contacts who can access support services.

Customers can purchase Premium and Signature Plus support. For more information, please contact your Account Executive.

Feature	Standard	Premium	Signature Plus
Coverage Hours	7 AM - 7 PM US CT Monday - Friday	24x7 for P1	24x7 for P1 & P2
Support Channels	Email, Portal	Email, Portal	Email, Portal
Named Contacts	2	5	10
Dedicated Support	No	Support Engineer	Technical Account Manager
Health Checks	No	Quarterly	Monthly
System Review	No	No	Annual
Proactive Monitoring	No	No	Yes

Call Center Operations

Flosum maintains a global network of support engineers strategically positioned across the United States, Canada, and India to provide comprehensive coverage for our customers. This distributed team structure enables us to deliver responsive support across multiple time zones while leveraging diverse technical expertise. Currently, the team works during regular business hours, Monday through Friday.

Our support team continuously grows in alignment with customer demand and evolving technical requirements. We regularly assess support metrics, customer feedback, and service levels to ensure our team size and skill distribution meet the needs of our expanding customer base.

For our Signature Plus customers, we offer a streamlined support experience through assigned Technical Account Managers (TAMs). These TAMs serve as direct contact points, allowing the customer to bypass the standard support queue process. This personalized approach ensures faster resolution times and provides customers with a consistent support experience from a team member familiar with their specific implementation and business requirements.

Team	Region	Coverage Hours	Primary Support Focus
IST Team 1	APAC	4 AM - 1:00 PM IST	Primary support for APAC and IST regions and after-hours global support
IST Team 2	EMEA	11:30 AM - 9 PM IST	Primary support for the EMEA region, overlapping support for the Americas region, and after-hours global support
AMER (2)	AMER	7 AM - 7 PM CT	Primary support for the Americas region with overlap support for EMEA and APAC regions

Designated Technical Account Managers are exclusively available to Signature Plus customers and provide priority handling of all support matters, regardless of severity level.

How We Handle Your Support Cases

Our support system operates across three distinct levels to ensure comprehensive issue resolution. Support engineers at the Technical Support level handle common issues like access problems and basic usage questions, providing quick responses to general inquiries. For more complex matters requiring detailed analysis, such as configuration challenges and deployment assistance, cases are elevated to Technical Escalation, managed by Technical Account Managers.

The highest tier, Expert Engineering, involves our Product Engineering team tackling advanced technical solutions, complex integrations, and system-level troubleshooting. Cases automatically escalate between these levels based on complexity, ensuring optimal resolution paths without requiring additional customer action.

Support Level	What You Can Expect	Types of Issues Handled	Team Member Involved
Technical Support (Tier 1)	Quick response to common issues and general inquiries	Access problems, basic usage questions, documentation help, general guidance	Support Engineer
Technical Escalation (Tier 2)	Detailed analysis and solutions for complex issues	Configuration challenges, deployment assistance, performance optimization	Technical Account Manager
Product Engineering (Tier 3)	Advanced technical solutions and specialized assistance	Complex integrations, custom implementations, system-level troubleshooting	Product Engineering

We automatically escalate your case to the appropriate support level based on complexity, ensuring you get the right expertise when needed. No additional action is required from you during the escalation.

Customer Defect Resolution Process

Our customer defect resolution process follows a structured approach designed to efficiently identify, resolve, and validate fixes for reported issues. Each stage is carefully managed by dedicated team members with clear ownership and timelines. From initial contact through final resolution, we maintain transparent communication and ensure quality at every step. This systematic process helps us deliver reliable solutions while keeping customers informed throughout the journey.

Stage	Process	Owner	Timeline
Initial Contact	Customer reports defect through support channels (portal/email)	Support Engineer	Immediate
Triage	Assess severity, impact, and priority level assignment	Support Manager	1-4 hours
Investigation	Technical analysis, reproduction of issue, root cause identification	Technical Support Team	24-48 hours
Development	Code fix development and internal testing	Engineering Team	2-5 days
QA Validation	Quality assurance testing of fix	QA Team	1-2 days
Customer Testing	The customer validates the fix in a sandbox environment	Customer with Support Team	2-3 days
Resolution	Implementation of fix in a production environment	Technical Account Manager	1 day

Timeline estimates are based on P2 (High) priority issues. Critical (P1) issues receive expedited handling, while P3/P4 issues may have longer resolution times per SLA guidelines.

Key Checkpoints During Defect Resolution

- Regular status updates are provided to customers based on the severity level.
- Documentation of solution for knowledge base
- Post-resolution review for process improvement
- Customer satisfaction survey after case closure

Support Case Terminology

Applies to question and problem cases only (internal and enhancement requests excluded).

Metric definitions:

First Response: Time from case submission to first response by a Support team member, measured from submission date/time to first response date/time.

Ongoing Response: For “**Open**” cases, the elapsed time between the date/time of the latest customer response and the date/time of the response from a Support team member.

Ongoing Update: For “**In Progress**” Cases pending Support analysis/action, one weekly update on the current status. Does not apply to cases **On Hold** (waiting for a third party), **In Development** (waiting for Development progress/fix), or **Enhancement Requests**.

Flosum is built on and functions within the Salesforce platform. Flosum’s performance and availability are linked to Salesforce’s performance and availability. In the unlikely event that Salesforce is affected, Flosum will work with Salesforce engineers, with restoral expected to align with Salesforce standard support and restoration SLAs.

For planned production releases, the customer must give Flosum at least two weeks' notice to ensure technical resources are available for release support. The request should be submitted via the support portal case management.