

Focus on important goals, innovation, and leisure while ProActive engineers take care of your heavy and boring routine.

StarWind ProActive Premium Support

We are satisfied with StarWind. **The support** is really **fantastic**. Whenever any issues arise, the response is very prompt, and solution is immediate.

Srinivas Kouda, Company Representative, Siemens Postal, Parcel & Airport Logistics Private Limited

We have tried a number of solutions. StarWind has **great support**, good performance, and is inexpensive.

Daniel P., Company Representative, Andromeda Technology

Support has been great. All of the reps I have spoken to have been very nice and informative, and always follow up.

Alex Hernandez, Company Representative, Serenity Insurance

71%

ProActive Customers

100%

Customer Satisfaction

1h /or less

Response time SLA

24/7/365

Monitoring of your infrastructure

100%

Worldwide

4

Languages

Gartner

4.8/5.0 Service & Support*

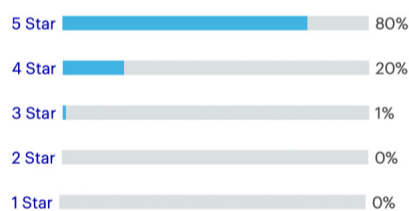
*Based on 182 peer reviews on Gartner® during the last 12 months as of August 29, 2022

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StarWind Ratings Overview

4.8 ★★★★★ 182 Ratings (Last 12 Months)

Rating Distribution

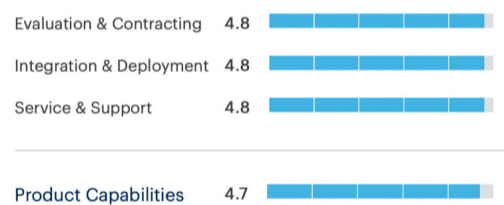


Distribution based on 182 ratings ⓘ

Review weighting ⓘ Reviewed in Last 12 Months

97% Would Recommend

Customer Experience



They have a nice feature that they monitor the solution remotely so if they detect an issue will let you know upfront, **I have received a call from them that they are seeing corruption** in one of the cluster disks (used for witness) and they did a remote session where they fix the issue. Their support is superb and they go above and beyond the call of duty to help their customers. I definitely will recommend this to anyone.

IT Manager, Miscellaneous Industry, Firm Size 50M-250M USD

I have been working with StarWind for 4 years now and they have done an incredible job to ensure that we were able to utilize our storage space to create easily accessible SAN's for our environment. Their support is great and they have very quick response times during the few times in which I have needed assistance.

Sr. Infrastructure Specialist, Government, Firm Size Gov't/PS/ED <5,000 Employees