

Accelerate Innovation with Silk's World-Class Customer Support and Success



Solution Brief

Ensuring peak performance, reliability, and results at every stage of your Silk journey.

The Silk Difference: Partnership That Powers Performance

At Silk, customer experience is more than a service - it's a partnership. We're committed to ensuring that every organization running mission-critical workloads on Silk achieves optimal performance, maximum uptime, and the confidence to innovate freely.

Our Customer Support and Customer Success teams work hand-in-hand to provide a seamless experience from deployment through expansion. Whether you're optimizing enterprise databases, scaling AI workloads, or modernizing analytics, Silk is with you at every step - proactively guiding, resolving, and empowering your success.

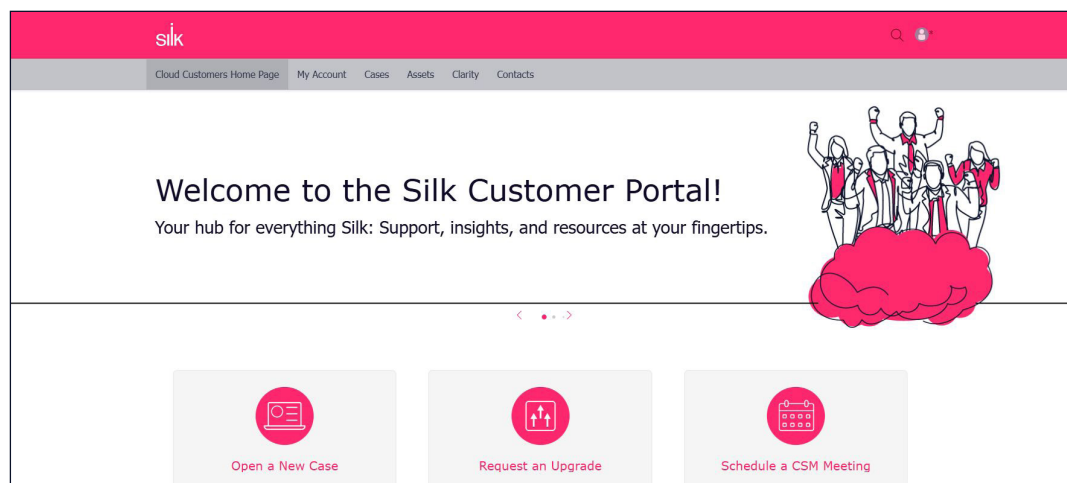
Supercharged Customer Support with Silk

The Silk Global Support Team operates 24/7/365, providing enterprise-class coverage from highly trained professionals dedicated to your success. Our experts use advanced analytics and automation to deliver the best support experience in the industry - fast, informed, and collaborative.

Silk's support engineers are qualified, skilled, and available around the clock to answer questions, resolve issues, and troubleshoot concerns. As a premium member of TSANet, we collaborate directly with other leading technology vendors to resolve cross-platform issues efficiently and transparently - so your business keeps running at full speed.

Your Central Hub: The Silk Customer Portal

The [Silk Customer Portal](#) is your one-stop destination for managing all support needs. Customers can:



- Create and track support tickets in real time.
- Access an extensive knowledge base and technical documentation.
- Download support documents, updates, and binaries.
- Engage in community forums to share insights and solutions.

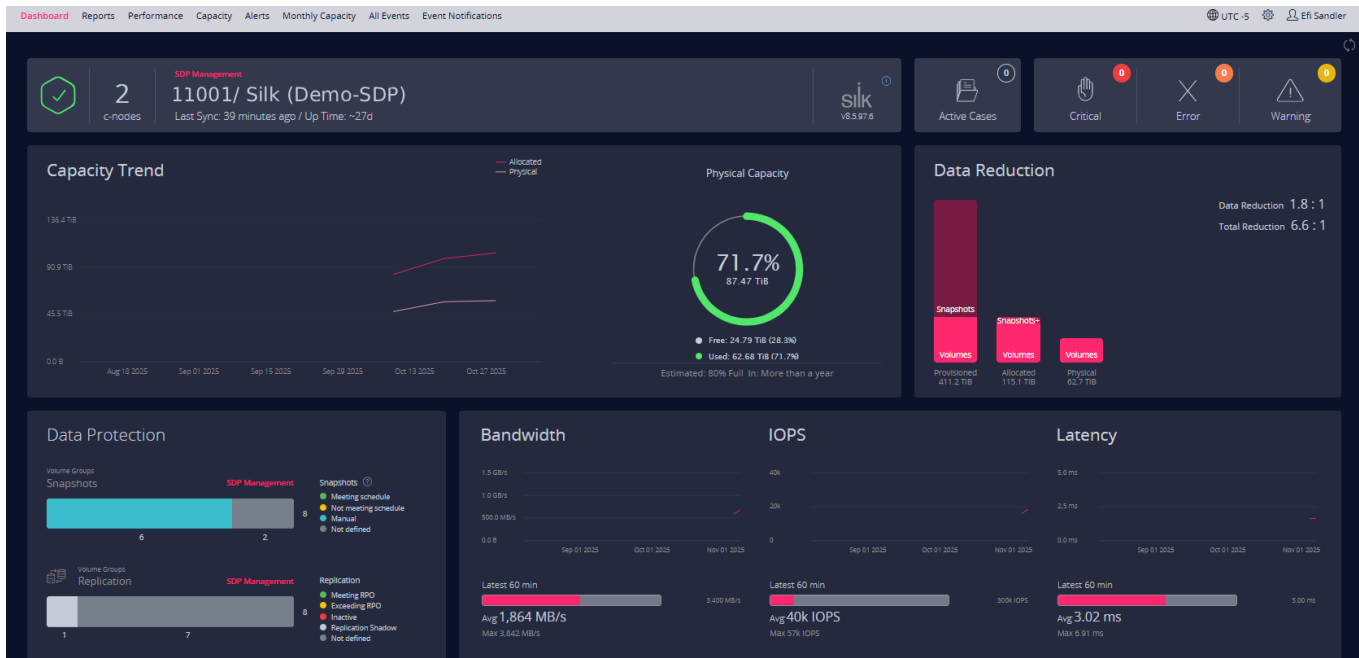
This portal empowers your team to take full advantage of Silk's responsive support ecosystem - ensuring quick resolutions and continuous improvement.

Proactive Visibility with Silk Clarity

With Silk Clarity, customers gain end-to-end visibility into infrastructure performance from anywhere, on any device. This cloud-based business intelligence platform provides historical performance and capacity insights across your Silk environment.

Seamlessly integrated with the Silk Global Support Portal, Silk Clarity automatically generates cases for detected anomalies - delivering preventive and preemptive support that helps you stay ahead of potential issues before they affect performance.

Silk Support delivers more than fixes—it delivers confidence.



Customer Success: Driving Long-Term Value

While our support team ensures continuous performance, the Silk Customer Success Team focuses on maximizing the long-term value of your investment. Acting as trusted advisors, our Customer Success Managers (CSMs) and Technical Account Managers (TAMs) work closely with your organization to align Silk's capabilities with your business objectives.

Your Strategic Partner in the Cloud

Your Silk CSM and TAM are your advocates within Silk. They proactively monitor deployment health, provide best practices, guide optimization efforts, and keep you informed on product capabilities to help you extract the most from the Silk platform. From onboarding to scaling production workloads, our team is dedicated to ensuring your cloud journey is smooth, efficient, and transformative.

The Silk Success Framework

- 1. Onboard:** Guided implementation and configuration tailored to your environment.
- 2. Optimize:** Success planning and health checks to ensure your workloads are running at peak efficiency.
- 3. Scale:** Strategic planning and capacity management as your business expands.
- 4. Innovate:** Continuous enablement for new features and use cases.

Through regular meeting cadences, ongoing Quarterly Business Reviews (QBRs) and data-driven insights, Silk's Customer Success team helps you measure outcomes, reduce complexity, and identify new opportunities for innovation and cost efficiency.

Your success is our roadmap - Silk evolves with your business.

How to Engage

Getting started is simple:

1. **Sign up for the Customer Portal:** support.silk.us
2. **Access Silk Clarity:** clarity.silk.us
3. **Connect with your Customer Success Manager** to plan your next optimization milestone.

Prefer to speak with us directly? Our team is available by phone any time:

US: +1 877-982-2555 | **Israel:** +972-72-220-3434 | **UK:** +44 (0)808-134-9852 |
France: +33 (0)8-00-90-76-20

With Silk, You're Never Alone in Your Cloud Journey

Silk's technology accelerates performance. Our people accelerate progress. Together, they form a foundation for innovation that's efficient, reliable, and secure.

When you partner with Silk, you're not just supported - you're set up to succeed.

About Silk

Silk is the Virtual Storage Area Network purpose-built for the cloud. Silk transforms native cloud storage into enterprise-grade infrastructure - empowering organizations to maximize performance, boost efficiency, and establish cost control. Silk is uniquely positioned to meet the demands of a rapidly changing data landscape — one being reshaped by the tsunami of AI data now flooding every enterprise.

By enhancing existing hyperscaler and virtualization investments, Silk delivers the highest throughput, lowest latency, and greatest resiliency for mission-critical workloads. The result: cloud environments that perform like on-prem with unparalleled levels of scalability and agility - turning customer data into their fuel for innovation.

Backed by more than 20 technology patents, Silk helps organizations unlock the full potential of their data.

Learn more at www.silk.us