

Supercharged Customer Support with Silk



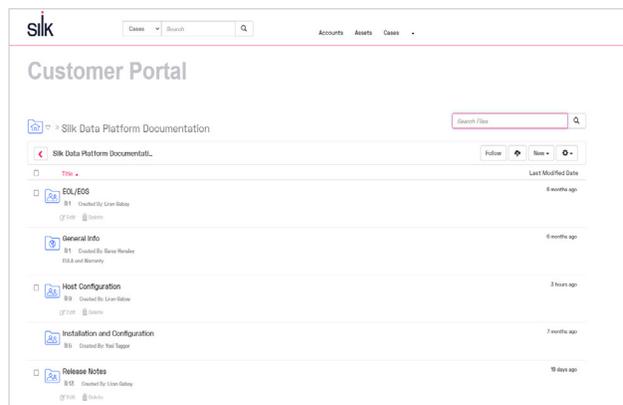
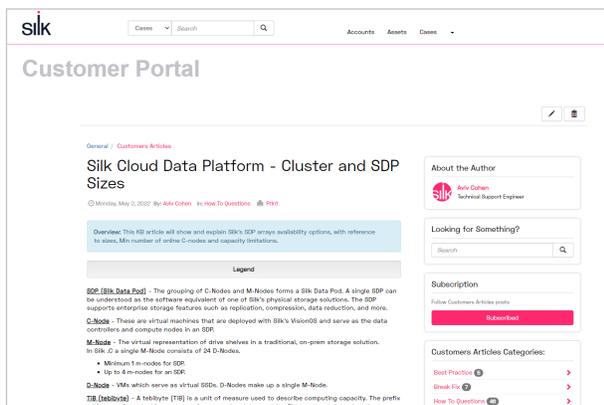
The Silk Global Support team is a 24/7/365 enterprise-class team of highly-trained professionals that uses advanced analytics and automation to bring our customers the best support experience in the industry. We are committed to providing our customers with first-class professional support and services. Our team is qualified, trained, skilled, and available to answer your questions, resolve issues, and troubleshoot concerns.

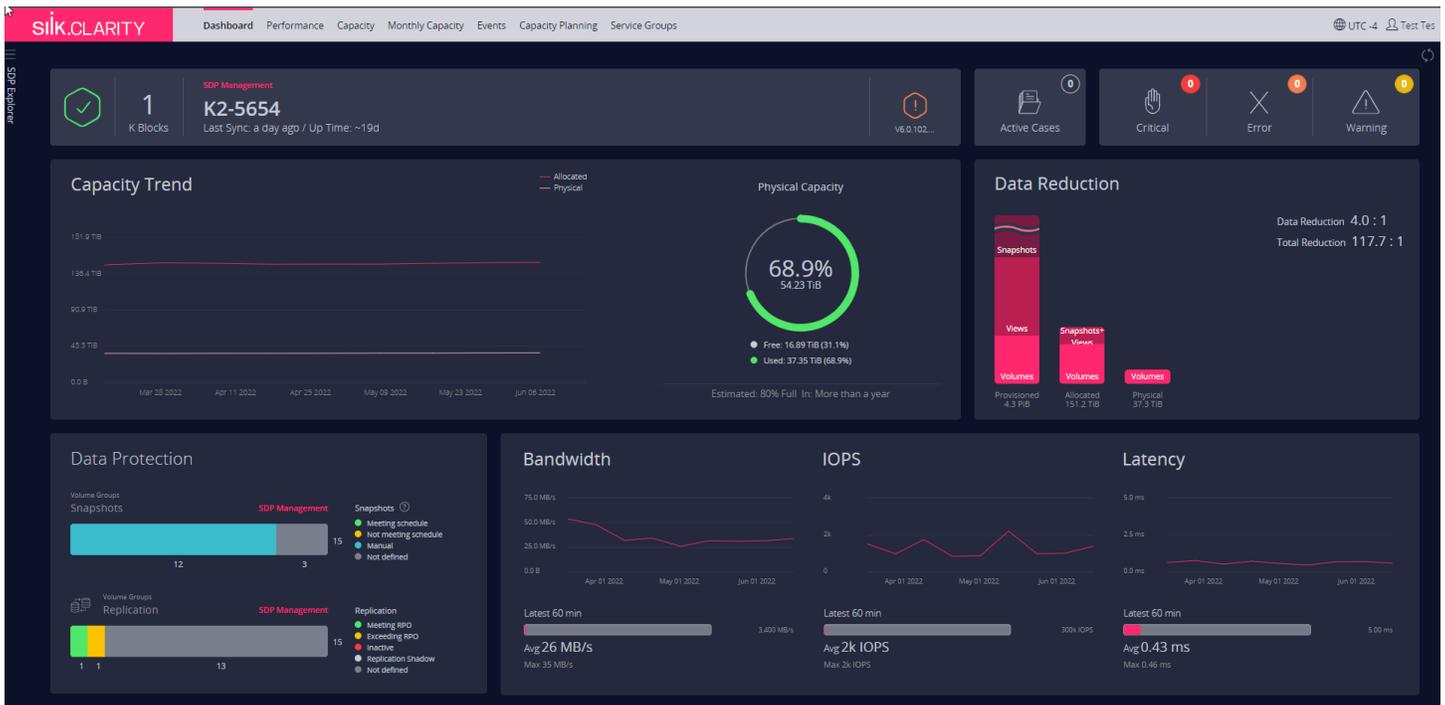
As part of our commitment to high level support and vendor collaboration, we are a premium member of the global TSANet organization (www.tsanet.org).

The Silk Customer Portal

The Silk Customer Portal is your go-to for all support needs. In the portal, you can create and track support tickets, access technical documentation, and do so much more. By joining our customer portal, you will be able to:

- Directly contact Silk support and keep track of your open cases.
- Participate in our community forums, ask questions, and provide answers based on your own experience.
- Find new insights from our knowledge base.
- Download support documents and binaries.





Silk Clarity

Gain clarity and control of your infrastructure from anywhere, on any device. Silk Clarity is our cloud-based business intelligence environment covering historical performance and capacity utilization for all your Silk resources. Silk Clarity allows you to gain site and system level insights, trends, and business intelligence data. It is fully integrated with the Silk Global Support Customer Portal where cases are created automatically, offering preventive and preemptive support for your entire Silk environment.

Visit clarity.silk.us to get started!

Get In Touch!

Have a question or need help with something? You can open cases in our Customer Portal at any time. Our team will respond to your issue or questions in a matter of minutes.

You can also sign up at support.silk.us as well for access.

Prefer To Reach Us by Phone? Let's Talk!

US: +1 877-982-2555 | **Israel:** +972-72-220-3434 | **UK:** +44 (0) 808-134-9852

France: +33 (0) 8-00-90-76-20 | **Australia:** +61 1-800-764-215

About Silk

"The Silk Cloud DB Virtualization Platform gives demanding workloads 10x faster performance on the cloud compared to native cloud alone. It is a virtualization layer that sits between the underlying cloud infrastructure and customers' workloads. Without refactoring, workloads such as Oracle, Microsoft SQL Server, and industry-specific applications can move onto the GCP and Azure cloud while massively improving user experience. Industry leaders in e-commerce, software publishing, FinTech, and healthcare trust Silk with their mission-critical workloads to get the ultra-fast speeds their customers demand. Silk is headquartered in Needham, MA.

To learn more, visit silk.us.