

Your Support Team



Technical Support

An experienced team of professionals located around the world provides you with the answers you need to leverage the value of your archiving solution.

Standard phone support is available Monday through Friday between the hours of 7 am and 12 am EST (excluding US Federal Holidays) at [1-866-SMARSH-1 \(762-7741\)](tel:1-866-SMARSH-1) in the US or [+44-\(0\)-800-048-8612](tel:+44-(0)-800-048-8612) in EMEA. Off-hour phone support is available 24 hours per day, 365 days per year, for Severity Level 1 or Level 2 issues.

[Smarsh Central](#) is available 24hrs a day, where you will find troubleshooting information, user guides, detailed support articles, and if you need further assistance, you can submit a support case.



Onboarding and Implementation

Our Onboarding/Implementation Team configures and prepares your products and apps to ensure your organization realizes the full value of your solution. You can focus on your business while our expert team ensures a timely and effective implementation and onboarding process.

For more information regarding Onboarding and Implementation, please contact your Sales Representative or call [1-866-SMARSH-1 \(762-7741\)](tel:1-866-SMARSH-1), [Option #1](#) in the US or [+44-\(0\)-800-048-8612](tel:+44-(0)-800-048-8612) in EMEA.



Customer Success

Customer Success is here to be your partner and can provide best practices, education, new tools, and billing assistance, along with customized advice on how we can help you achieve your goals. Your Customer Success partners will work with you to ensure that you receive the maximum return on your investment.

Customer Success is available via [Smarsh Central](#).



Sales

Our Sales Team consists of business-minded compliance experts who are focused on building a relationship with you and advocating to create solutions to your unique needs. Contact them when you want to talk about expanding your capture or archiving solution, or with questions about our service offerings and how we can help design the perfect solution for your business. Send us an email at advantage@smarsh.com, or call [1-866-SMARSH-1 \(762-7741\)](tel:1-866-SMARSH-1) in the US or [+44-\(0\)-800-048-8612](tel:+44-(0)-800-048-8612) in EMEA.