

Object First Support: **FAQ**

How to Contact Object First Support?

Contact us through:

- <https://objectfirst.com/support/>
- support@objectfirst.com
- Americas: +1 844 425 3714
- EMEA: +44 808 502 0285

How Do We Prioritize Tickets?

Severity 1

Ootbi is not available or server is down. **1 Hour**

Severity 2

Ootbi is running in degraded state. **4 Hours**

Severity 3

Ootbi is running. **4 Business Hours**
General questions and consultations.

How does Object First Support Collaborate with Veeam?

- We work closely with Veeam to ensure seamless integration and optimal performance. Our collaboration with Veeam is built on a deep understanding of their products.
- Joint investigations are dependent on customers having both Object First and Veeam support.

How are We Different from Other Storage Vendors?

- We liaise directly with Veeam to provide a seamless support experience and communication. Unlike other vendors, we are involved in the case and actively communicate with Veeam.
- Object First is part of TSA-net to facilitate cross vendor support collaboration with our customers.

What are Other Resources?

The Object First Help Center, <https://objectfirst.com/help/>, serves as another resource to ensure a smooth deployment and overall product use. You can find the Object First Quick Start Guide, User Guide, How-To Guides, Support & Troubleshooting info, as well as Release Notes on this page.