Continued Success Program

SUPPORTING THE LIFECYCLE OF YOUR CRITICAL BUSINESS INITIATIVES

You already know that Galileo Performance Explorer will help you discover a better way to manage your infrastructure and get a 360-degree view of your business from an easy-to-use SaaS platform. But did you know that at Galileo, we believe SaaS not only stands for Software as a Service but also Support as a Service, and our exceptional customer support is included free of charge with any Galileo agent subscription. Galileo provides a unified vision across your entire infrastructure. It's easier to learn and manage one cohesive tool than multiple tools, and because it's a cloud solution, there's no administration. But what happens when you need a little help? Galileo's Continued Success Program is available for the lifetime of your subscription, and support is simple. Just contact our subject matter experts who are always on hand to help you get the most out of our solution. Our team is readily available Monday through Friday 8AM to 5PM ET and have been known to check and respond to emails after hours as well.

At Galileo, we are committed to providing exceptional support services – there's no type of request too large or too small that we won't handle in an efficient and professional manner. We take complete ownership of issues and requests, providing our customers with exceptional customer service, in person, on the phone or through email. We are a dedicated team committed to serving your support needs in a timely and professional manner, to drive success in your strategic business initiatives such as cloud migration, server consolidation, data center migration, capacity planning, health assessments and mergers and acquisitions. Our Continued Success Program is one of the primary reasons customers stay with Galileo. Our services include:

— **End-to-end installation of the agents**
— **Comprehensive product overviews and demos**
— **Personalized user trainings by SMEs**

— **Proof of Concept (PoC) and trial support**
— **Unlimited enterprise support available**
    via phone or email during normal business hours

We want you to get the most from our products long after the initial sale and installation. We are dedicated to ensure that every issue is resolved to your satisfaction and are always on call for education or analysis questions or concerns. This SME-supported model is one the primary reasons we have a 96% customer retention rate!

Understanding the Subscription Model

Unlike traditional on-prem solutions, there are no large, upfront fees or infrastructure costs with Galileo Performance Explorer. Installation takes less than 15 minutes with less than 1% CPU, and value starts in two hours. With unrivaled time to value, Galileo can save you up to 80% in infrastructure analysis and IT resources while enabling you to gain deeper visibility into your servers, storage, database, SAN and cloud assets. Actually, Galileo can pay for itself after the first use by helping you avoid the cost of underutilized hardware and unnecessary purchases or over utilized hardware impacting business-critical applications! The following is included in all Galileo subscriptions:

— **Unlimited performance, configuration and capacity data**
— **Unlimited users and site, as well as storage of data history**
— **Free automatic feature enhancements**

— **Free data exporting (.XLS or .PDF)**
— **24/7/365 anywhere access from any device**
— **On-going and available customer support by SMEs**

Get Started Today

Our free trial lets you see firsthand the depth of the Galileo Performance Explorer suite for server, storage, database, SAN, and virtual application performance management, capacity planning and configuration management in your environment. You could be up and running in under two hours using your data! Contact us today to see the power of Galileo in your environment.