

DEDICATED SUPPORT ENGINEERS

A Support advocate to maximize your investment and ensure value realization

Are your internal resources knowledgeable enough and available to manage the Platform effectively?

A Varonis Dedicated Support Engineer (DSE) is a support expert that can offer you the expertise you need to get off the break/fix cycle, reduce maintenance times and improve the system's performance.

The DSE will proactively identify problems, find the root cause and implement solutions. Your business teams will gain access to the know-how expertise that they need to get the most from your investment.

Key Benefits

Customer Advocacy.

Our DSE experts have access to the latest information and resources as well as real-world best practices. Combined with their deep expertise and experience, this gives them the tools they need to identify and correct underlying issues and support your IT & Business requirements.

Switch from reactive to proactive mode.

Preventing problems is more difficult than resolving them, but it's also far more cost effective. Our DSEs are proficient at isolating root causes and determining the best course of action to take to prevent future occurrences.

Faster resolution time

Leveraging direct access to Varonis Support resources, R&D and our leadership team as well as the DSE's deep familiarity with your environment and business needs we can drive problems to a faster solution.

Trusted advisor for successful upgrades.

Upgrade to the latest Varonis release with more confidence knowing that your DSE reviewed existing architectural and configuration plans and made appropriate preparations to ensure a successful upgrade. Your DSE will plan and execute your upgrade and ensure the success of the process while minimizing your involvement in the process.

Performance Monitoring

Part of the proactive checks your DSE makes will be to determine how well your system is running and what improvements can be made through configuration changes or tuning. Scheduled processes and reporting jobs are checked regularly to ensure that they are not failing.