



Technical Support

Fortress prides itself on maintaining outstanding levels of technical support and customer service by offering clients a wide range of services to meet any needs. It is our highest priority. No matter what the circumstance, Fortress is there to aid with overcoming any issue that you may encounter. You are not alone!

Free Self Help Resources & E-mail Support

For non-critical issues our online Help Desk is accessible at any time and provides an array of resources and information for Fortress clients. Search our Knowledge base for answers to common issues or submit a ticket to our support team for a help request on more complex problems. It's all available quickly and at your fingertips! All Help

Desk tickets or e-mail support inquiries are handled in sequence, Monday through Friday, 9am – 5pm Eastern Time (ET).

Premium & Emergency Support

Fortress is available 24/7/365 for critical circumstances that require immediate phone or on-site technical support (based on location). Clients may choose to pay per hour on a case by case basis or they may pre-purchase and bank units at a discounted rate. Support units can be used towards any phone or on-site application.

Contact your Fortress representative or visit our web site for further information.

Your business may depend on it!

continuity
consulting
security
encryption
data
backup
archive



FORTRESS
DATA VAULTING

1005 Bitterbush Cres., London, ON, N6H 5X5
P: 519.913.2677
E: info@fortressdatavaulting.com
www.fortressdatavaulting.com

your business.
our concern.