Code42 at Boston University

Kai Kaniess, Customer Success Manager

Eric Hall, Systems Engineer

Your Success Team

Kai Kaniess – Customer Success Manager

- Issue escalation assistance
- Confirm the Code
- Information about new products and services
- Subscription information and renewal planning
- End user adoption strategy

Eric Hall – Sr. Systems Engineer

- Information about upcoming releases & upgrades
- Code42 best practices
- End user adoption strategy

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Admin Resources

- Self-service help and documentation: support.code42.com
- Technical webinar series: on.code42.com/go/technicalwebinarseries
- Resource toolkits:
  - Cloud file-sharing vs. backup solutions
  - Legal hold
  - User adoption
  - Device migration
  - Insider threat
  - Ransomware
- Earn rewards in the Code42 Advocate Hub

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Protect every file, all the time.

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Drop your business card/contact info in fishbowl for chance to win drawing for Apple TV at 1:30 p.m.
Must be present to claim by 2:00.

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