

Industry-Leading All-Inclusive Support

The best storage solutions in the industry are supported by professionals invested in your success. At Infinidat, we are committed to delivering the best support and service 24x7.

Infinidat's all-inclusive support includes installation, initial configuration, and operation as well as updates and upgrades along with a dedicated Technical Advisor. If there's an issue, we engage our best people to get you back to business as quickly as possible.

We understand that storage is a strategic investment for your company and world-class support is a must. If an event occurs and you need help, you will engage directly with an Infinidat Senior Support Engineer to ensure your issue is assessed quickly.

There's no third party call center with diagnostic scripts, no back-and-forth, wasting your time and effort. There's only Infinidat, so you can rely on us.

Infinidat also works closely with our technical partners to resolve third party issues with no finger pointing. The matter is only considered resolved when you are absolutely satisfied that your systems are running as expected.

And we don't charge you extra for this all-inclusive service. There are no hidden fees or uplift service plans. You keep your money where it belongs — focused on your business.

Resilience

- ▶ 100% availability guarantee for InfiniBox and InfiniBox SSA platforms mean no unplanned downtime
- ▶ Predictive health analysis eliminates potential issues before they occur
- ▶ Triple-redundancy of all major hardware components keeps the system fully operational if a failure occurs

Simplicity

- ▶ Secure Remote Support allow for fast and easy issue resolution anywhere in the world
- ▶ Heartbeat monitoring with proactive Call Home diagnostics and resolution for any issue
- ▶ Low-risk updates and capacity expansion with limited hardware touches



Professionals

- ▶ Global team of certified Support Engineers with the skills to diagnose issues inside and outside the storage domain
- ▶ Collaborative support with multiple industry technology alliance partners covering third party virtualization, applications, and infrastructure integration
- ▶ Technical Advisors dedicated to your success and helping you provide the most reliable IT services for your business

Dedicated Technical Advisor



Your Infinidat Technical Advisor (TA) understands your business and technical requirements. Your TA is available 24x7 to advise and support your IT operations.

Your Technical Advisor is invested in your success

- ▶ Single point of contact for technical advice and how-to questions
- ▶ End-to-end understanding of your IT infrastructure, applications, network, virtualization, and storage
- ▶ Active participation in status calls to address upcoming updates or outstanding issues
- ▶ Periodic review of health and performance with a remediation plan for any uncovered issues

All-Inclusive Support Services

✓	24x7 In-house Global Hotline and Support Portal
✓	Secure, proactive online system monitoring, reporting, and alerting
✓	Automatic issue detection, case creation, and fully auditable remote resolution
✓	Online, self-service case initiation and tracking
✓	Expedited access to specialized Support Engineers
✓	On-site service for critical issues
✓	Secure remote guidance with a Support Engineer for software upgrades and hardware service
✓	Support Team cross-trained for IT infrastructure and virtualization integration
✓	Designated Technical Advisor — your single point of contact for technical advice and how-to questions
✓	Periodic system status review with your Technical Advisor

Helping you focus on what you do best

Your IT staff can focus on their day-to-day responsibilities because Infinidat monitors your systems to maintain optimal storage performance and availability. If an event occurs that requires additional support, Infinidat's proven support process ensures rapid resolution with minimal hands-on intervention.

If on-site work is required, it is monitored in real-time and guided by a Support Engineer to ensure all the correct procedures are followed. All work is validated to confirm the system's operational status. This guided approach greatly reduces the risk of unplanned downtime due to human error. At the end of the day, making sure our customers get a good night's sleep is the mark of a job well done.

“Best Customer Support, Zero Down-Time ...”*

“This has been the best customer support experience of my career. Every interaction is with a trained, experienced professional. The response time is in minutes ...”

– Storage Engineer at a Healthcare Organization

*Gartner Peer Insights - <https://www.gartner.com/reviews/review/view/409375> Gartner Peer Insights reviews constitute the subjective opinions of individual end-users based on their own experiences, and do not represent the views of Gartner or its affiliates.

For details about Support and Professional Services, contact your Infinidat representative.