

STORCENTRIC

Support Services For Data Mobility Suite

Choose StorCentric Support Services For Data Mobility Suite

We believe every support request is more than just a case number. Our support professionals take pride in knowing who you are and treating you with respect and understanding. They understand how important the reliability of our products is to your business and will act with urgency to meet your needs.

StorCentric Basic and Enhanced programs go beyond the Standard Warranty to provide simple and effective support features for any size of an organization or IT team. Contact your StorCentric sales representative at sales@storcentric.com to learn more about which support options best meet your needs.

		SUPPORT FEATURE	WARRANTY ¹⁾	BASIC ²⁾	ENHANCED
SUPPORT SERVICES		Firmware Updates ³⁾ While Covered	Critical bug fixes only	Minor and Major releases and bug fixes	Minor and Major releases and bug fixes
		Initiate Service Request (Phone, Email, Web)	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
		Initial Response Time ³⁾ Phone	Sev 1 4 Hours Sev 2 1 Business Day Sev 3 2 Business Days Sev 4 3 Business Days	1 Hour 4 Business Day 2 Business Days 3 Business Days	30 Minutes 2 Hours 1 Business Day 1 Business Day
		Initial Response Time ³⁾ Email	Sev 1 4 Hours Sev 2 1 Business Day Sev 3 2 Business Days Sev 4 3 Business Days	2 Hours 1 Business Day 2 Business Days 3 Business Days	1 Hour 4 Hours 1 Business Day 1 Business Day
		Status Update Frequency	Sev 1 4 Hours Sev 2 1 Business Day Sev 3 3 Business Days Sev 4 5 Business Days	4 Hours 1 Business Day 3 Business Days 5 Business Days	Hourly 4 Hours 1 Business Day 5 Business Days
		Hours of coverage	Sev 1 Business Hours Sev 2 Business Hours Sev 3 Business Hours Sev 4 Business Hours	24x7 Business Hours Business Hours Business Hours	24x7 Business Hours Business Hours Business Hours

¹⁾ Standard warranty period for CAPEX Data management Suite is one year.

²⁾ Unless provided to address a specific higher severity issue, updates are considered Sev 4 for the purposes of scheduling and entitlement.

³⁾ Phone response time = the time from voicemail to callback. Email response time = the time for a support engineer to review and respond as appropriate. When contacting support, it is imperative to identify your name, the severity level of the issue and support level that you are entitled to. This will assist us in ensuring delivering the proper service level and priority.

StorCentric provides you world-class products and support to ensure your organization's success. Whether you need technical support for a quick question or assistance with how to use a feature or issue that you need help resolving, StorCentric Support Services has you covered.

When contacting StorCentric support you will be working with Certified Engineers. Because your organization never stops running, we are here for you whenever you need us. Choose the service level that fits your organization's needs and get the highest performance out of your StorCentric solution.

Basic Service

StorCentric customers requiring only essential business hours support choose Basic Service. Basic Service includes local business hours remote technical support. Software upgrades and updates are included.

Enhanced Service

StorCentric customers who require around-the-clock convenience and simplified maintenance choose Enhanced Service. Customers who require around-the-clock convenience and simplified maintenance choose the Enhanced Service Support option. Our world-class technical support team is ready to assist you 24x7x365 with the fastest possible response times.

Technical Support Staff

The StorCentric support centers are placed strategically worldwide giving you the availability when you need it. Our globally-connected virtual call center and case tracking system ensures the same level of quality worldwide.

SEVERITY LEVEL DEFINITIONS	
Severity 1	Production server or mission critical system(s) are down, and no workaround is immediately available. Requires customer to have dedicated resource(s) available to work on the issue on an ongoing basis during contractual hours.
Severity 2	Major functionality is impaired or noncritical system(s) are down. Operations continue but are restricted or performing poorly.
Severity 3	Partial, noncritical loss of functionality or component not functioning correctly with little or no impact to immediate operations. Redundant part failure/replacement needed.
Severity 4	Cosmetic issue, documentation error, setup or use questions. Scheduled maintenance or firmware update request.

Contact

Web: <https://helper.storcentricsupport.com/>

About Storcentric

StorCentric provides world-class and award-winning data management solutions for Enterprise and SMB customers. Between its Drobo, Nexsan, Retrospect and Vexata divisions, the company has shipped over 1M data management solutions and has won over 100 awards for technology innovation and service excellence. StorCentric innovation is centered around customers and their specific data requirements, and delivers quality solutions with unprecedented flexibility, data protection, performance and expandability. For further information, please visit: www.storcentric.com.