



Violin Customer First™ Guarantees

As part of an on-going commitment to customer success, Violin Systems Customer First™ Guarantees are designed to enable customer success and deliver on-going value for your flash storage investment.

HIGHLIGHTS

- **Enterprise Support Services**
 - Included with all Gold and Platinum service contracts
 - Guaranteed effective capacity
 - 99.9999% availability
 - “no surprise” pricing model
 - Flash that will last
 - Instantaneous, non-disruptive scale-up

The Violin extreme performance storage platforms offer customers the industry’s leading combination of ultra-low latency, affordability, density, scalability, and performance. The transformative power of the Violin storage platforms can fundamentally change the way businesses operate and create competitive advantages never before possible. It is with the goal of building further customer success that the Violin Customer First Guarantees were created.

The Violin Customer First guarantees can give users absolute peace of mind that they will continue to enjoy the benefits of their Violin storage platform today, tomorrow and every day. It is assurance that Violin will stand with our customers to ensure your storage is not just operating normally, but that it is performing optimally to maximize the value of their all flash array.

The program offers Violin customers a unique combination of five guarantees: Effective Capacity, High Availability, Support Pricing, Flash Endurance, and Scalable Capacity.

Violin created these guarantees as part of an on-going commitment to putting the needs of the customer first. When combined with Gold or Platinum personalized support services, they offer assurances that Violin storage platforms will provide ongoing value to your business.

Customer First Guarantee	Description
Effective Capacity Guarantee	Assures customers who take advantage of Violin Systems data reduction technologies achieve the effective capacity ratio promised through specialized designs for their workloads.
High Availability Guarantee	Assures customers using the Violin FSP 7700 in a properly configured and operated Stretch Cluster implementation will achieve 99.9999% (six 9’s) uptime per year, virtually eliminating storage access interruptions and unplanned downtime.
Service Pricing Guarantee	Assures customers their pricing will not increase when they choose to renew support agreements for Violin Systems solutions.
Flash Endurance Guarantee	Assures customers will have flash memory available during the usable life of their Violin Systems solution, with replacement of flash modules if they wear out.
Scalable Capacity Guarantee	Assures customers they can purchase capacity as it is consumed, with capacity appearing instantly and non-disruptively, over the life of their Violin Systems solution.