



# Support Services

## Violin Extreme Performance Storage Platforms

Your data is important, and Violin Support Services offer customers a variety of support programs to fit your needs. Choose from on-site and remote support options or standard warranty protection.

### HIGHLIGHTS

#### Enterprise Support Services

- Support services for enterprise environments
- Remote and on-site support, not self-service
- Streamlined offerings
- Cost-effective support without “hockey stick” uplift after end of contract
- Access to Violin experts
- Automated remote diagnostics to minimize operations impact

#### Features

- You choose the support level that fits your business needs
- 24x7x365 availability for support plans
- Call home operations for proactive event notification, predictive analytics and case creation
- Parts availability and delivery based on support plan
- Violin technical support engineering stands behind our on-site partners
- Support can be purchased in 1 - 5-year increments
- Contact your Violin Sales Representative for any restrictions or for additional details

An enterprise-class customer support experience starts with cost-effective access to Violin trained experts. You don’t need to rely on online portals and support communities that don’t know your environment. Violin’s streamlined and cost-effective support offerings provide you with support when and where you need it to meet your demanding SLAs. Violin support includes access to Violin experts, including our sustaining engineering team to solve complex situations. Our international network of on-site partners provides the face for Violin’s support and engineering teams, but rest assured, Violin owns each SLA and provides the resources to deliver.

#### Key Points:

- Proven expertise to understand and resolve enterprise data storage problems
- Technical support that quickly and seamlessly works with customers to deliver measurable results
- Automated remote diagnostic tools that work 24x7x365 to provide valuable information for troubleshooting and problem remediation
- Customer sets severity of all cases based on impact to your business

Service Features	Warranty	Silver	Gold
SW Maintenance Releases for Major/Minor Upgrades	90 days	Included	Included
Hardware	3 years	Included up to 5 years	Included up to 5 years
Documentation	Included	Included	Included
Tech Support	9-5 local time	24x7x365	24x7x365
Replacement HW Delivery	Return to Factory	NBD for most locations	4 hours
Call Home		Included	Included

Additional Support Services – available for purchase			
Remote Training	Remote Array Installation	Health Checks	Secure Erase
Media Retention	Custom Professional Services	Dedicated Support Engineer	Resident Support Engineer