

# Violin Customer First™ Guarantees

As part of an on-going commitment to customer success, the Violin Memory Customer First™ Guarantees are designed to enable customer success and deliver on-going value for their 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 Flash Storage Platform (FSP) is able to offer customers the industry’s leading combination of ultra-low latency, affordability, density, scalability, and performance. The transformative power of the FSP 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 FSP today, tomorrow and every day. It is their assurance that Violin will stand with our customers to ensure that their storage is not just operating normally, but that it is performing optimally to maximize the value of their all flash array.

The program offers FSP customers a unique combination of five guarantees: Effective Capacity, High Availability, Service 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 All Flash Arrays will provide ongoing value to their business.

Customer First Guarantee	Description
<b>Effective Capacity Guarantee</b>	Assures Violin customers that take advantage of FSP data reduction technologies achieve the effective capacity ratio promised through specialized designs for their workloads.
<b>High Availability Guarantee</b>	Assures Violin customers using the 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.
<b>Service Pricing Guarantee</b>	Assures Violin customers their pricing will not increase when they choose to renew support agreements for FSP solutions.
<b>Flash Endurance Guarantee</b>	Assures Violin customers will have flash memory available during the usable life of their FSP solution, with Violin providing flash modules if they wear out.
<b>Scalable Capacity Guarantee</b>	Assures Violin customers they can purchase capacity as it is consumed, with capacity appearing instantly and non-disruptively, over the life of their FSP solution.



To learn more about the terms and conditions of the Violin Customer First Guarantees, visit Violin Memory at [www.vmem.com/CustomerFirst](http://www.vmem.com/CustomerFirst)