

Violin Support Services: Gold

Your data is important and your business requires mission critical availability from IT. Violin provides customers Gold Support Services to deliver the highest response for business critical environments.

Highlights

Enterprise Support Services

- Support services for enterprise environments
- Flexible support – the way you want it
- Gold Service with four hour onsite parts replacement
- Callhome tool for proactive event notification and case creation
- Cost effective services without big uplift at time of renewal
- Access to Violin experts
- Automated remote diagnostics to minimize operations impact

Features

- You choose the support level that fits your needs
- 24x7x365 availability for support plans
- Parts availability depending on support plan
- Violin tech support engineering behind our on-site partner for support plans
- Support can be ordered in 1 or 3 year periods



Customers can access support through worldwide toll free phone numbers, email, Support Portal, and Callhome capabilities. Our Technical Support Engineers bring expert level troubleshooting to resolve customer issues and if needed, dispatch an RMA to replace parts onsite within four hours. Violin engages a global team of partners that provide hardware delivery and replacement, but rest assured, Violin’s commitment is with our customers. Our Callhome tool provides proactive support with automated notification of select system events, proactive diagnosis of potential problems, and case creation when needed. Violin Gold Support Services are available to you – whenever you need it – 24x7x365.

Key Points:

- Proven expertise to understand and resolve enterprise data storage problems
- Technical Support that quickly and seamlessly works with customers to deliver measureable results
- Automated remote diagnostic tools that work 24x7x365 to provide valuable information for proactive support and troubleshooting

Service Feature	Description	Gold Support
Remote Technical Support (RTS)	Customer may contact Violin by phone, web or email to report a system or software problem. Initial severity* will be assessed at the time the case is opened.	RTS is included, 24x7x365. Initial response time objectives are dependent on the severity level. Severity 1: 30 minutes Severity 2: 2 hours Severity 3: 4 hours Severity 4: 8 hours
Onsite Hardware Replacement Support	Violin will send authorized personnel onsite to replace any failed hardware after Violin has isolated the problem and deemed onsite support is necessary.	Included: Onsite response is 4 hours after the problem has been diagnosed, and a part replacement is needed.
Replacement Parts and Installation	Violin provides the replacement parts when diagnosed by Violin. Parts will ship from the Violin factory, or the closest Violin parts depot.	Included: Part delivery is 4 hours after the problem is diagnosed. When Violin installs the replacement part, Violin will arrange for the replacement part to be returned to a Violin facility.

Service Feature	Description	Gold Support
Software Releases	Provide access to SW updates and new releases for the duration of the support contract for currently licensed SW releases. It excludes any features of SW releases requiring a separate or new SW license. EOL hardware has different SW update policies.	Included for current products. Products with an EOL announcement have different software update policies.
Installation of Remedial Software Updates	Violin will remotely install any software updates	Included
Callhome and Remote Access	Violin products will automatically provide system information to Violin that will assist in problem determination. Violin will remotely access products if necessary for additional diagnostics and to provide remote technical support.	Included
Access to Web-Based Support Tools	Customers that have registered for a portal account have access on a 24x7x365 basis to Violin's web-based support tools- documentation, knowledge base, software downloads and diagnostic tools.	Included
Professional Services	Professional services including installation, storage assessment, assistance with data migration and other services are available for additional cost.	Available for purchase
Training	System administration classes that provide basic and advanced training on Violin products.	Available for purchase

*Severity Levels:

Severity 1: A serious problem (system is down) preventing critical business operations

Severity 2: The system is available, but a recurring problem has a serious business impact

Severity 3: General questions or configuration issues that have little or no business impact

Severity 4: Feature or documentation requests

For more information go to www.violin-memory.com/services