

# Violin Support Services

Customers rely on Violin All Flash Arrays to transform their business and require Support Services programs that can enable success. Violin is committed to each customer and our Support Services are designed to provide ongoing value with options that deliver the most from your array.

## Highlights

### Enterprise Support Services

- Support services for enterprise environments
- Cost effective services without big uplift at end of contract
- Access to Violin experts
- Automated remote diagnostics to minimize operations impact
- Personalized support option
- Proactive engagements for optimum experiences

### Features

- Choose the support level that fits your needs
- 24x7x365 support plans
- Callhome tool for proactive event notification and case creation
- Parts availability depending on support plan
- Support can be ordered in 1 or 3 year increments
- Option for personalized team, health checks, risks assessments, service reviews to keep environment optimized
- Remote training

Violin All Flash Arrays are deployed in mission critical environments for the largest global enterprises. The FSP is the industry’s leading combination of ultra-low latency, affordability, density, scalability, and performance. The power of the FSP can create competitive advantages never before possible and transform businesses.

Violin offers customers a variety of support programs to help you achieve your business and technical objectives. Silver, Gold, and Platinum Support Services are designed to provide a range of options to match business priorities.

With Violin Support Services, customers can enjoy peace of mind that support incidents will be resolved by Violin experts working 24x7x365. If a part needs to be replaced, a Violin trained technician will arrive onsite within either four hours or Next Business Day to meet your business priority. Customers enjoy our callhome tool for proactive monitoring, event notification, and if necessary, case creation. Violin recognizes that effectively resolving support cases impacts our customers’ business. Our focus is to get the issue resolved and your environment back to optimum condition.

Violin offers customers the choice of Platinum, Gold, and Silver Support Service.

Platinum Support provides personalized and proactive support to help customers avoid incidents and get the maximum value out of their Flash Storage Platform (FSP) investment. It covers the customer’s entire flash storage infrastructure to ensure consistent customer experiences. Customers enjoy:

- A dedicated toll free number for direct access to support staff
- Assigned prime Technical Support Engineer (TSE) for expert level troubleshooting to effectively resolve any customer issues
- Comprehensive health checks performed twice a year with recommendations implemented by Violin Professional Services experts
- Service Account Manager (SAM) to provide risk assessment, upgrade planning, best practices guidance, and monthly service operations reviews
- Remote training

Violin also offers Gold and Silver Support Services to meet customer’s differing service levels requirements.

### Platinum Gold and Silver Technical Support Benefits:

- 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 works 24x7x365 for immediate troubleshooting



## Support Services Overview – Platinum, Gold, and Silver Support Services Comparison

Service Feature	Description	Platinum and Gold Support	Silver Support
<b>Remote Technical Support (RTS)</b>	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	RTS is included, 24x7x365. Initial response time objectives are dependent on the severity level. Severity 1: 1 hour Severity 2: 2 hours Severity 3: 8 hours Severity 4: Next business day
<b>Onsite Hardware Replacement Support</b>	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.	Included: Onsite response is next business day* after the problem has been diagnosed, and a part replacement is needed.
<b>Replacement Parts and Installation</b>	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.	Included: Part delivery is the next business day 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.

\* The cutoff time for Next Business Day delivery of Spares and/or arrival of a Violin field service technician is 3:00 p.m. local time Monday through Friday and excluding major local holidays. Shipment and/or arrival will occur on the following business day where remote diagnosis completion

### Support Case 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

## Violin Support Services Features

Service Feature	Description	Platinum, Gold, Silver Support
<b>Software Releases</b>	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.
<b>Installation of Remedial Software Updates</b>	Violin will remotely install any software updates	Included
<b>Callhome and Remote Access</b>	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
<b>Access to Web-Based Support Tools</b>	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
<b>Media Retention</b>	Non Return of Sensitive Media (NRM) supports increasingly stringent data security requirements by eliminating the need for a customer to return VIMMs to Violin Memory upon receipt of a replacement VIMM. NRM allows customers to keep and dispose of failed VIMMs following their own security policies.	Available for purchase
<b>Professional Services</b>	Professional services including installation, storage assessment, assistance with data migration and other services are available for additional cost.	Available for purchase
<b>Training</b>	System administration classes that provide basic and advanced training on Violin products.	Available for purchase (Remote training included with Platinum Support)

## Platinum Support – Additional Benefits

Service Feature	Description
<b>Dedicated Toll Free Number to Support</b>	Violin provides a dedicated toll free number for the customer. Customer enjoys prioritized calls and a direct line to Support.
<b>Prime Technical Support Engineer</b>	Violin provides a prime Technical Support Engineer who will work the customer's cases while on shift.
<b>Service Account Manager</b>	Designated Service Account Manager to provide risk assessment, upgrade planning, best practices guidance, and monthly service operations reviews
<b>Comprehensive Health Checks</b>	Violin performs bi-annual comprehensive health checks. Recommendations will be implemented by Violin Professional Services experts.
<b>Customer Remote Training</b>	Violin provides online access to remote training.

For more information go to [www.violin-memory.com/services](http://www.violin-memory.com/services)