

Industry-leading all-inclusive support

The best storage solutions in the industry are supported by professionals invested in your success. At Infinidat Federal, we are committed to delivering the best support and service 24x7.

Our all-inclusive support includes installation, initial configuration, and operation as well as updates and upgrades along with a dedicated Technical Advocate. If there's an issue, we engage our best people to get you back to work as quickly as possible.

We understand that storage is a strategic investment for your company and world-class support is a must. If an event occurs and you need help, you will engage directly with a Senior Support Engineer to ensure your issue is assessed quickly.

There's no third party call center with diagnostic scripts, no back-and-forth, wasting your time and effort. There's only Infinidat Federal, so you can rely on us.

We work closely with our technical partners to resolve third party issues with no finger pointing. The matter is only considered resolved when you are absolutely satisfied that your systems are running as expected.

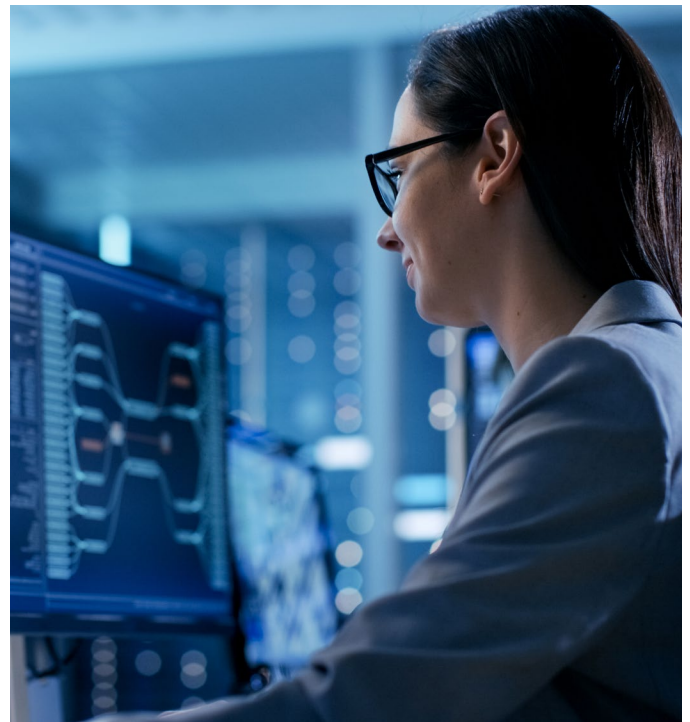
And we don't charge you extra for this all-inclusive service—no hidden fees or uplift service plans.

RESILIENCE

- ▶ Seven nines availability means no unplanned downtime
- ▶ Heartbeat monitoring and predictive health analysis eliminates potential issues before they occur
- ▶ Triple-redundancy of all major hardware components keeps the system fully operational if a failure occurs

SIMPLICITY

- ▶ Secure Remote Support allow for fast and easy issue resolution anywhere in the world
- ▶ Heartbeat monitoring with proactive Call Home diagnostics and resolution for any issue
- ▶ Low-risk updates and capacity expansion with limited hardware touches



PROFESSIONALS

- ▶ Global team of certified Support Engineers with the skills to diagnose issues inside and outside the storage domain
- ▶ Collaborative support with multiple industry Technology Partners, covering third party virtualization, applications, and infrastructure integration
- ▶ Technical Advisors dedicated to your success and helping you provide the most reliable IT services for your organization

DEDICATED TECHNICAL ADVOCATE



Your Technical Advocate (TA) understands your business and technical requirements. Your TA is available 24x7 to advise and support your IT operations.

Your Technical Advocate is invested in your success

- ▶ Single point of contact for support facilitation
- ▶ End-to-end understanding of your IT infrastructure, applications, network, virtualization, and storage
- ▶ Active participation in status calls to address upcoming updates or outstanding issues
- ▶ Periodic review of health and performance with a remediation plan for any uncovered issues

ALL INCLUSIVE SUPPORT SERVICES

✓	24x7 In-house Global Hotline and Support Portal
✓	Secure, proactive online system monitoring, reporting, and alerting
✓	Automatic issue detection, case creation, and fully auditable remote resolution
✓	Online, self-service case initiation and tracking
✓	Expedited access to specialized Support Engineers
✓	On-site service for critical issues
✓	Secure remote guidance with a Support Engineer for software upgrades and hardware service
✓	Support Team cross-trained for IT infrastructure and virtualization integration
✓	Designated Technical Advocate—your dedicated customer advisor and support liaison
✓	Periodic system status review with your Technical Advocate

HELPING YOU FOCUS ON WHAT YOU DO BEST

Your IT staff can focus on their day-to-day responsibilities because we monitor your systems to maintain optimal storage performance and availability. If an event occurs that requires additional support, our proven support process ensures rapid resolution with minimal hands-on intervention.

If on-site work is required, it is monitored in real-time and guided by a Support Engineer to ensure all the correct procedures are followed. All work is validated to confirm the system's operational status. This guided approach greatly reduces the risk of unplanned downtime due to human error. At the end of the day, making sure our customers get a good night's sleep is the mark of a job well done.

For details about Support and Professional Services, contact your representative.