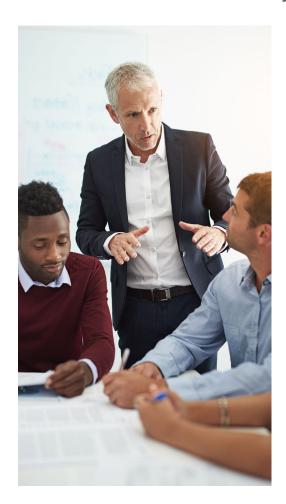# Technical Advisor

Every InfiniBox® includes the services of an assigned Technical Advisor (TA). At NO additional cost. We believe that the best way to invest in your success is to ensure you get the absolute best support and service throughout the lifecycle of your system-from installation to configuration and operation–including updates and upgrades.

Your TA is there to make sure the system is delivering value for you every step of the way.

THE TECHNICAL ADVISOR

A Technical Advisor is an experienced Storage Systems Engineer providing our customers with a named engineer for the duration of the lifecycle of the installed system(s). The TA provides a full spectrum of services as well as acting in the role of customer advisor. During the time of engagement, the TA will learn about the customer's IT operations as it relates to the ongoing management of their storage system.

RESPONSIBILITIES OF YOUR ASSIGNED TA

▶ Act as a single technical point of contact for all post-sales support escalations

▶ Establish a comprehensive understanding of the customer's environment (e.g. applications, server, network, virtualization) integrated with the storage systems

▶ Triple-redundancy of all major hardware components keeps the system fully operational if a failure occurs

SIMPLICITY

▶ Secure Remote Support allows for fast and easy issue resolution anywhere in the world

▶ Heartbeat monitoring with proactive Call Home diagnostics and resolution for any issue

▶ Advocate on behalf of the customer, ensuring all specific needs and concerns are properly communicated

▶ 24x7 Emergency Response Manager for any Priority Type A or Type B incidents

▶ Follow up on all open customer issues and requests

▶ Conduct periodic system health-checks, reviewing the results with the customer and their account team

▶ Communicate important updates (e.g. code updates and upgrades), updated best practices and relevant new white papers

OUR TECHNICAL ADVISOR COMMUNITY

Our Technical Advisors are all badged employees of Infinidat Federal, receiving all their training and ongoing certifications directly from our support team. Each has a strong background in storage management, systems management, network management, and virtualization. As a community, they have over 200 years of industry experience, sharing their expertise and supporting each other to ensure we thrill our customers.

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