

*Datasheet*

# Customized Offerings: Elevate Your Experience with Precise Support

## Maximize uptime and protect your critical systems.

Navigating challenges and overcoming obstacles is the cornerstone of business success, and adeptly handling technical issues can provide your enterprise with an unrivaled competitive advantage. Hitachi Vantara's forward-thinking approach to support services combines the expertise of our dedicated specialists with the power of AI-enhanced monitoring to ensure round-the-clock protection of your investment.

Choose the support level that best aligns with your needs and rest in the confidence of our unwavering commitment to your success.

### Premium Support

For critical operations that cannot afford any downtime, Premium Support ensures high availability with priority handling and accelerated response times for environments where interruptions could immediately and adversely affect business, work or cash flow.

As the preferred choice of most midrange and enterprise businesses, Premium support gives you primary access to Hitachi Vantara Global Support, priority handling, accelerated response times, and levels of customer care that exceed base warranty and maintenance entitlements.

With an industry-best 2-hour target response time for critical situations, 24/7 rush delivery on replacement parts, and on-site microcode updates when needed, Premium Support helps you to serve your customers without interruption.

### Standard Support

Choose Standard support for business-critical environments needing same-day, on-site general support and 24/7 remote technical assistance. This option is best suited for environments where disruption will not result in financial impact.

### Basic Support

Basic support gives you routine maintenance during local business hours and next-business-day, on-site support. This offering is best for systems that run non-critical applications, providing you essential coverage for an environment that does not require an immediate response if disruptions occur.



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## Hitachi Vantara Support Services Plans Comparison

Support Plan Features	Premium	Standard	Basic
<b>Global Technical Support Target Response</b>	<b>Severity 1:</b> 24/7 < 30 mins <b>Severity 2:</b> 24/7 < 2 hrs. <b>Severity 3, 4, 5:</b> 24/7 < 4 hrs. - 24/7 Global Live Channel Support - Portal or Telephone Case Creation	<b>Severity 1:</b> 24/7 < 2 hrs. <b>Severity 2:</b> 24/7 < 6 hrs. <b>Severity 3, 4, 5:</b> Next Business Day. - 24/7 Case creation via support portal only.	<b>Severity 1:</b> Within 8hrs <b>Severity 2:</b> Same Day <sup>1</sup> <b>Severity 3,4,5:</b> Local Business Hours - 24/7 Case creation via Support Portal only.
<b>On-site Target Response</b>	<b>Severity 1:</b> 24/7, Within 2 Hours <b>Severity 2:</b> 24/7, Within 8 Hours <b>Severity 3 &amp; 4:</b> Next Business Day - On-site presence requirement is determined by Hitachi Vantara: Distance and coverage restrictions may apply.	<b>Severity 1:</b> 24/7, Within 12 Hours <b>Severity 2:</b> Same Day, During Local Business Hours <sup>2</sup> <b>Severity 3 &amp; 4:</b> Next Business Day - On-site presence requirement is determined by Hitachi Vantara: Distance and coverage restrictions may apply.	- Next Business Day - On-site presence is determined by Hitachi Vantara: Distance and coverage restrictions may apply.
<b>Replacement Parts Delivery Target<sup>3</sup></b>	<b>Severity 1:</b> 24/7, Within 4 hours <b>Severity 2:</b> 24/7, Within 12 hours <b>Severity 3 &amp; 4:</b> Next Business Day - Targeted deliverable response can vary by location or geography.	<b>Severity 1:</b> 24/7, Within 12 hours <sup>4</sup> <b>Severity 2:</b> Same Day, Local Business Hours <sup>5</sup> <b>Severity 3 &amp; 4:</b> Next Business Day - Targeted deliverable response can vary by location or geography. - Parts replacement requirement is determined by Hitachi Vantara.	- Next Business Day - Targeted deliverable response can vary by location or geography. - Onsite parts replacement requirement is determined by Hitachi Vantara.
<b>Corrective Maintenance</b>	<b>Priority Scheduling 24/7</b>	<b>Local Business Hours</b>	<b>Local Business Hours</b>
<b>Online Support Tools</b>	<b>Access 24/7</b>	<b>Access 24/7</b>	<b>Access 24/7</b>
<b>Preventative Maintenance<sup>6</sup></b>	<b>Priority Scheduling 24/7</b>	<b>Local Business Hours</b>	<b>Local Business Hours</b>
<b>Hitachi Remote Ops</b>	<b>Included</b> - In order to meet or exceed the applicable services level objectives, Hitachi Remote Ops (HRO) must be enabled.	<b>Included</b> - In order to meet or exceed the applicable services level objectives, Hitachi Remote Ops (HRO) must be enabled.	<b>Included</b> - In order to meet or exceed the applicable services level objectives, Hitachi Remote Ops (HRO) must be enabled.
<b>AIOps</b>	<b>ClearSight</b> Hitachi Remote Ops (HRO) must be enabled.	<b>ClearSight</b> Hitachi Remote Ops (HRO) must be enabled.	<b>ClearSight</b> Hitachi Remote Ops (HRO) must be enabled.
<b>Priority Support<sup>7</sup></b>	<b>24/7</b> - (24/7) Preferential treatment and priority handling within Global Support. - Sev-1 & 2 Engagement Manager Assigned, "Crit-Sit" Process Engagement (If Resolution Exceeds 24 Hrs.)	-	-
<b>Microcode/Firmware Updates</b>	<b>On-site or Remote (24/7)</b>	<b>Remote Only</b> (Generally Available Microcode, Firmware & Security Vulnerability Patches) (Local Business Hours Scheduling Only)	<b>Remote Only</b> (Generally Available Microcode, Firmware & Security Vulnerability Patches) (Local Business Hours Scheduling Only)
<b>Disk or Media Replacement</b>	<b>Next Business Day</b>	<b>Next Business Day</b>	<b>Next Business Day</b>
<b>Disk Retention Option (DRO)</b>	<b>Optional Add-On</b>	<b>Optional Add-On</b>	<b>Optional Add-On</b>

<sup>1</sup>For Same Day response, a request must be placed during Local Business Hours.

<sup>2</sup>Performance period is subject to Local Business Hours, Monday – Friday.

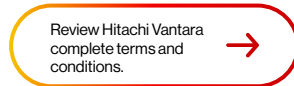
<sup>3</sup>Deliver target time objective starts once Hitachi Vantara has identified the problem and concluded that a replacement part is necessary.

<sup>4</sup>Replacement Parts Delivery Target for Hitachi Content Software for File servers under Standard Maintenance is Next Business Day.

<sup>5</sup>Subject to local parts logistics cutoff times (variable based on local situation).

<sup>6</sup>Preventative Maintenance will be scheduled and does not carry a target on-site response for parts or engineer.

<sup>7</sup>Preferential treatment and priority handling within Global Support.



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### Enhanced Customer Services

Enhanced Customer Services individual options let you further customize the specificity of the support you receive for even greater value. This personalized approach ensures your systems receive expert and immediate attention, precisely tailored to your unique needs with priority support. From handling incidents to managing upgrades across environments, we're there every step.

- **Services Account Manager (SAM)** is your dedicated resource who quickly resolves support-related, mission-critical issues before impact.
- **Block-time Support** lets you strategically plan and budget for projected activities of a Customer Engineer (CE) or Field Services Engineer (FSE). Your CE ensures that your equipment is functioning optimally and addresses any immediate physical needs. Your FSE takes a broader perspective with your strategic vision, helping you to plan for reconfiguration, ensure existing setups still meet business needs, collaborate on future growth and expansion, and choose the right solutions. They'll help you to manage installation, maintenance, configuration and customization of Hitachi Vantara digital infrastructure platforms and the solutions with which they are integrated.
- **Multivendor Support** ensures end-of-life storage and third-party systems continue operating at peak performance.
- **Hitachi Content Platform Environmental Review** helps you anticipate issues in your HCP environment before they arise, and adeptly plan for desired capacity and performance as your business grows. This lets you sidestep time-consuming and expensive resolutions for environments that aren't fit for purpose.

#### We form strong partnerships with organizations all over the world

Our clients stay with us for decades, a testament to the power of our personalized approach. It's not just about solving problems - it's about building relationships, understanding your environment, and adding value every single day.

We offer a unique breadth of support for over 90+ products and solutions globally with support teams on-shore and localized in-country. Our expertise spans from switches and

IP, to SAN infrastructure and object storage, and we maintain relationships with all key third-parties.

Hitachi Vantara's Global Customer Success and Support organization maximizes knowledge sharing to seamlessly collaborate on your behalf for swift and effective resolution – from our newest recruits to our uniquely tight alignment with our engineering organization. It's a reflection of our Japanese roots where good service is not just expected – it's a prerequisite for existence and part of our DNA.

#### With predictive and proactive strategies, we've got you covered

All offerings include Hitachi Remote Ops powerful predictive and proactive AI-driven insights, alerting you to potential issues before they disrupt your business, and offering safe and remote service features and deeper insights into your environment.

We empower our customers with easy-to-use digital support tools and information, ensuring you have self-service capabilities and access to knowledge when you need it. These resources accelerate your desired outcomes, so you can focus on innovation and expansion.

Choose your support service level with confidence, knowing that Hitachi Vantara is ready to address challenges you face with exceptional support.

### *All Hitachi Vantara support offering levels include:*

- Self-service case management, product downloads and bulletins, answers, training resources and more on Support Connect
- Automated alerts, data analytics and remote microcode updates via Hitachi Remote Ops



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