

Datasheet

Enhanced Customer Services From Hitachi Vantara: FSE Block-Time Support

Unlock the power of expert resources to tackle whatever unexpected business needs come your way. With FSE Block-Time Support from Hitachi Vantara, you can get timely and dependable help exactly when it matters most!

Converged Support in Today's Fast-Paced Digital Environment

Keeping up with the digital age requires swift solutions. At Hitachi Vantara, we anticipate the challenges you face in today's dynamic era of digital transformation, and we are prepared to help you continually succeed with end-to-end, converged support.

Enhanced Customer Services from Hitachi Vantara is a tiered portfolio of value-added, personalized support offerings designed to complement your existing Premium, Standard or Weekday Basic support service plan.

Prepaid Blocks of Hours for Planned Activities

Block-Time Support with a Field Solutions Engineer (FSE) is ideal when you need assistance with planned activities that normally require additional staff. You'll have direct access to an engineer who understands your specific technical and operational environment.

Your FSE has holistic knowledge and skills in the different technologies that support and integrate with Hitachi solutions to deliver proactive assistance, problem avoidance and technical problem management.

With the flexibility to choose the number of hours that fit your needs, you purchase 16, 32, 48 or more hours up front and use them throughout a 12-month period on a variety of projects.

The Value of FSE Block-Time Support

Planned: Strategically plan and budget for IT costs with prepaid FSE Block-Time Support. With Hitachi Vantara always available to perform activities, you eliminate the need to increase your IT staff or hire contractors.

FSE Block-Time Support gives you priority access to our global team of experts exactly when you need it:

- Strategic planning and consulting to help you better understand upgrades, scaling out or up, additional workload requirements, and more.
- Provides technical answers to questions specific to Hitachi Vantara products in your environment.
- Other activities specified and agreed to by Hitachi Vantara.

Cost-effective: Purchase FSE Block-Time Support at a fixed rate, which allows you to control costs and reduce the need to increase staff during planned activities. Use your hours when you need them and purchase additional hours as required without the inconvenience of buying small quantities for individual events.

Flexible: Get prompt, reliable assistance within your timeframe and on your terms with FSE Block-Time Support. Once an activity is completed, we deduct that time from your pool of available hours.

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Terms and Conditions

FSE Block-Time Support from Hitachi Vantara is subject to these conditions:

- A Hitachi Vantara Field Solutions Engineer performs the services with a required 7-day advance notice.
- Planned activities can be scheduled during normal business hours and non-business hours.
- Hours are not permitted for use of services covered under conventional maintenance plans (for example, microcode updates and telephone support), or support and service of non-entitled equipment.
- A 16-hour minimum purchase is required with no maximum. Hours are purchased in blocks of 16 and consumed in 1-hour increments.
- Hours expire after a 12-month period. However, to ensure service continuity we give you ample notification to purchase additional hours as required.
- During move of system (for example, relocation, install or deinstall), your organization is responsible for the transport.

Review Block-Time Support complete terms and conditions in the Enhanced Customer Services Portfolio Program Guide.

Why Choose Enhanced Customer Services and FSE Block-Time Support?

When operational demands in your complex IT environment have exceeded your resource capabilities, you need help. FSE Block-Time Support gives you access to industry-best resources precisely when you need them. With accelerated responses to your unique business requirements, your organization realizes greater efficiencies.

Enhanced Customer Services provides centralized support options and direct access to our global team of specialists. We give you unparalleled guidance and support to help you maximize your investments and grow your business.

See for yourself how to benefit from our industry-leading expertise and customer-centric approach. Partner with Hitachi Vantara for the focused, attentive customer service you need to achieve your business objectives.

When You Succeed, We Succeed

Contact us to learn how Enhanced Customer Services FSE Block-Time Support can help with your unique business requirements.

Contact us →



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