

Leverage industry-best resources to meet your evolving, unpredictable business needs. Block-Time Support from Hitachi Vantara provides prompt, reliable assistance exactly when you need it.

**DATASHEET**

## Preferred Customer Services From Hitachi Vantara: Block-Time Support

### Converged Support in Today's Fast-Paced Digital Environment

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.

Preferred 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 is ideal when you need assistance with planned activities that normally require additional staff.

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:

- Move of system (relocation, install or deinstall).
- On-site during customer activity (a planned power event).
- Extended configuration of logical unit numbers (LUNs).
- Other activities specified and agreed to by Hitachi Vantara.

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



### The Value of Block-Time Support

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

**Cost-effective:** Purchase 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 Block-Time Support. Once an activity is completed, we deduct that time from your pool of available hours.

## Terms and Conditions

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

- A Hitachi Vantara customer service and support manager performs the services with a required 7-day advance notice.
- Planned activities are scheduled during normal business hours and nonbusiness hours.
- Hours are not permitted for use of software-related activities, services covered under conventional maintenance plans (for example, microcode updates and telephone support), or support and service of nonentitled equipment.
- A 16-hour minimum purchase is required with no maximum. Hours are purchased in blocks of 16.
- You receive a monthly report that details the number of hours used and that remain.
- 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 [Preferred Customer Services Portfolio Program Guide](#).

“ Hitachi provides excellent service expertise with local field engineers who know exactly how and why things are set up. They care, they're very tuned in, and that takes a lot off our shoulders. We don't need to build a technology empire, we just needed a partner who understands how to help us succeed. ”

– Mario Alibrando, director of IT, Cornwall Community Hospital

## Why Choose Preferred Customer Services and Block-Time Support?

When operational demands in your complex IT environment have exceeded your resource capabilities, you need help.

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.

Preferred 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

Learn how Preferred Customer Services and Block-Time Support fits your unique business requirements.

Contact your Hitachi Vantara customer service and support manager or visit [HitachiVantara.com](http://HitachiVantara.com).

**ZERO OUTAGE**  
CERTIFIED PARTNER

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## Hitachi Vantara at a Glance

Your data is the key to new revenue, better customer experiences and lower costs. With technology and expertise, Hitachi Vantara drives data to meaningful outcomes.

## Hitachi Vantara

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