

Hitachi Vantara offers multiple levels of support services. Choose Weekday Basic support for coverage of essential operations during local business hours and continuous remote monitoring.

DATASHEET

Weekday Basic Support From Hitachi Vantara

Coverage You Can Count On

The Weekday Basic support package from Hitachi Vantara provides routine maintenance during local business hours, next-business-day on-site support and continuous remote monitoring.

Confidently meet your business continuity requirements and protect your environment with consistent processes from our award-winning enterprise support team and 24/7 access to online tools and information.

Ask your Hitachi Vantara account representative how Weekday Basic support can assist you.

Hitachi Remote Ops Delivers Peace of Mind

Hitachi Remote Ops provides diagnostic capabilities that continually observe your storage systems and report any incidents or potential problems to Hitachi Vantara without delay, often before you are even aware of the issue. This safe and automated tool:

- Monitors your storage and SAN products.
- Facilitates 24/7 immediate troubleshooting of data.
- Opens service requests to immediately notify Hitachi Vantara of potential issues in your environment.
- Provides trend analysis and analytics.
- Protects your environment with encryption, authentication, and secure controlled access.

Terms and Conditions

Support Services from Hitachi Vantara are subject to the following conditions:

- On-site presence is determined by Hitachi Vantara Global Support: Distance and coverage restrictions may apply.
- Check on-site availability: Typically, 50 miles or 80 kilometers from an Hitachi Vantara Service Center.
- Target deliverable responses can vary by location or geography.
- Business hours can vary by location or geography.
- Targets are based on severity (business impact) as defined by Hitachi Vantara.

When Weekday Basic Support is the Right Choice

Weekday Basic support provides essential coverage for environments that do not require an immediate response if disruptions occur. This option is best suited to businesses that operate Monday through Friday during local business hours and to systems that run noncritical applications.

Global Presence for Reliable and Consistent Support

At Hitachi Vantara, our value extends beyond superior product offerings. We help you achieve your business goals by providing you with the best expertise available in the industry.

Hitachi Vantara Global Support Centers are strategically located in the United States, Australia and the United Kingdom. Our follow-the-sun support model means an expert is always available to support your service contract, 24/7.

Severity levels (business impact) descriptions include:

- Severity 1 – critical: severe system or application impact. Impact is to an entire system, major business function or application.
- Severity 2 – high: degraded or severely limited system impact. Impact is to a portion of a system, major business function, geographical location or application.
- Severity 3 – medium: individual or Individuals are unable to perform required functions. Workaround or circumvention is available.
- Severity 4 – minor: minimal system impact. Information only.

Support Services from Hitachi Vantara are subject to certain conditions. Review Hitachi Vantara complete terms and conditions at www.HitachiVantara.com. See Table 1 for coverage details.

TABLE 1: Weekday Basic Support from Hitachi Vantara

Feature	Description	Coverage Details
On-site Target Response	<ul style="list-style-type: none"> • Hitachi Vantara will send an authorized customer service and support specialist to the customer location to address issues once we have identified that on-site support is necessary. • 50 miles 80 kilometers from a Hitachi Vantara Service Center. 	<ul style="list-style-type: none"> • Next business day • On-site presence is determined by Hitachi Vantara: Distance and coverage restrictions may apply.
Replacement Parts Delivery Target	<ul style="list-style-type: none"> • Replacement parts will be provided once Hitachi Vantara has identified the problem and concluded that a replacement part is necessary. 	<ul style="list-style-type: none"> • Next business day • Targeted deliverable response can vary by location or geography.
Online Support Tools	<ul style="list-style-type: none"> • Hitachi Vantara customers will have 24/7 access to an online support portal that provides technical information and support documentation. 	<ul style="list-style-type: none"> • Included
Global Technical Support	<ul style="list-style-type: none"> • Remote telephone technical assistance with fault isolation, installation, configuration, interoperability or other equipment issues is available to Hitachi Vantara customers. 	<ul style="list-style-type: none"> • Monday – Friday: local business hours • Targeted telephone support response varies by business impact classification [severity levels].
Preventative Maintenance	<ul style="list-style-type: none"> • Installation of engineering changes to update the hardware, firmware or software of the product. 	<ul style="list-style-type: none"> • Monday – Friday: local business hours
Hitachi Remote Ops	<ul style="list-style-type: none"> • 24/7 remote diagnostic and monitoring services on eligible equipment using our proprietary Remote Ops hardware, software, microcode and documentation (“Hitachi Remote Ops (remote access control center agent”). 	<ul style="list-style-type: none"> • Included
Microcode or Firmware Updates	<ul style="list-style-type: none"> • Hitachi Vantara will update the microcode, firmware or software on select Hitachi Vantara equipment that is covered by a current Hitachi Vantara support contract remotely. 	<ul style="list-style-type: none"> • Monday – Friday: local business hours • Primary delivery method: remote

[Learn More](#) about flexible, tiered support.



Hitachi Vantara



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