

## Preferred Customer Services Portfolio Program Guide

This Program Guide outlines the guidelines of purchasing and redeeming maintenance and support services in the portfolio of Preferred Customer Services from Hitachi Vantara ("Services"). At its sole discretion, Hitachi Vantara reserves the right to modify this Program Guide at any time; however, those modifications will only apply to Services purchased after the modification effective date.

- **Customer Eligibility:** Services in the Preferred Customer Services portfolio are available to customers with a current Premium, Standard or Weekday Basic support maintenance contract with Hitachi Vantara.
- **Legal:** Customers' use of the redeemed Services in the Preferred Customer Services portfolio are subject to the warranty, maintenance and support terms and conditions that are applicable to the relevant Services. Hitachi Vantara's Warranty Maintenance and Support Terms are located at <https://www.hitachivantara.com/en-us/company/legal.html> ("WMS Terms").

### Block-Time Support: Prepaid Blocks of Hours for Planned Activities

- Block-Time Support hours are prepaid and do not roll over after the end of the applicable Services term. Any unused hours of Block-Time Support remaining at the end of the Services term will be forfeited by the Customer. Customers are not entitled to a refund for such unused hours.
- Prepaid Service term: One year from the date of purchase. A minimum purchase of 16 hours per Prepaid Service term is required; however, there is no maximum. Hours are purchased in blocks of 16.
- Block-Time Support hours can be used for a variety of activities and projects, provided that Hitachi Vantara agrees to those activities and projects with the Customer in advance. Examples of such activities and projects include:
  - Scheduled Customer assistance.
    - Move of system.
    - On-site presence during Customer activity.
    - Extended configuration of LUNs.
    - Data collection from dark sites.
    - System start-up after maintenance.
    - Other services as specified and agreed to by Hitachi Vantara.
  - Ad hoc Customer assistance.
    - Recovery from power outage.
    - Issues outside Hitachi Vantara's scope of Services (as stated in the WMS Terms and Service support plans).
    - Installation.
  - Customized Customer training.
    - Tailored system operation instruction.
    - Advanced handling of equipment and configuration.
- Customer is required to give the Hitachi Vantara customer service and support manager a required 7-day advance notice of the requested Services. Services will not commence until Hitachi Vantara has agreed in writing to perform them.
- Block-Time Support hours cannot be used for maintenance and support activities that are covered under the WMS Terms and Hitachi Vantara support service plans (for example, microcode updates), as well as telephone support, servicing non-entitled equipment, temporary uplift of service level, and the preparation and issue of performance reports or for professional services.
- Activities that are to be conducted under Block-Time Support can be scheduled by the Customer during normal business hours and non-business hours. All scheduling is subject to Hitachi Vantara's agreement in advance.
- During the move of a system (for example, relocation, install or de-install), the Customer is responsible for arranging the transport and for all associated costs and risks, including appropriate insurance coverage for loss of and/or damage to the system.
- After the relevant Block-Time activities have been completed, the Hitachi Vantara service delivery team will track the hours spent and report to the Customer.
- If the Customer's balance of Block-Time Support hours is insufficient to cover the duration of a requested Service, the Customer must purchase additional Block-Time Support hours, in order to cover the difference and to enable the Service to be completed. The Customer must pay Hitachi Vantara for the additional Block-Time Support hours within 30 days of the date of incurring the coverage.

## Services Account Manager (SAM): Dedicated, Proactive Support To Help Manage IT Challenges

- If the Customer wishes to have the Services of a SAM, the minimum commitment period for the allocation of the SAM to the Customer is 12 months.
- The SAM's time is allocated based on a Customer's needs, as determined and agreed to by both parties.
  - In the Americas, the Customer may purchase a SAM service as a fully dedicated resource or a shared (50%) resource.
  - In EMEA and APAC, the Customer also has the option of a weekday engagement model, in which the SAM is made available to the Customer for the agreed SAM Services, to take place for an agreed number of days per week.
- There is no transfer of the SAM to the Customer's staff as a result of the SAM service arrangement. The SAM continues to be a member of Hitachi Vantara personnel at all times.
- If the SAM is unable to work on the Customer's account for any reason, Hitachi Vantara will promptly replace the SAM with an appropriate replacement person.
- The SAM's activities are coordinated by Hitachi Vantara with the input and co-operation of the Customer. The SAM service may include any or all of the following responsibilities, with respect to the Customer's Hitachi Vantara solution:
  - Single point of contact for Customer's operations team.
    - Manages the Hitachi Vantara service relationship with the Customer. The SAM is the primary point of contact for any and all post-sales and service-management related activities.
    - Serves as primary contact and escalation point for delivery of Hitachi Vantara maintenance and support, and handles all of the Customer's maintenance and support demands.
    - Supports and coordinates incident management.
    - Coordinates all maintenance and support activities.
    - Initiates and monitors escalations for service requests, works to reduce escalation times, escalates and monitors engagement resources, and presents Detailed Analysis Reports.
    - Serves as named contact for severity 1 and 2 cases. The SAM acts as a conduit for information between Hitachi Vantara [(Customer Service and Support (CS&S) and the global support center (GSC)] and the Customer, unless the GSC managed Crit-Sit (Critical Situation) team is involved.
  - Strategic account management.
    - Tracks Customer maintenance and support service contracts continuity.
    - Conducts annual review of Customer maintenance and support contract and related service level agreements (SLAs).
    - Advises the Customer of potential known impacts of Hitachi Vantara maintenance and support services to the Customer's operations.
    - Develops and maintains a Service Account Plan for the Customer and ensures that the plan is current and incorporates the Customer's operations centers, storage operations resources and Hitachi Vantara resources. Conducts regular service review meetings and quarterly business reviews with appropriate Customer staff.
    - Ensures that procedures, technical documents and policies are up-to-date and followed by the CS&S account team.
    - Prepares and delivers reports at mutually agreed intervals for the overall health of the environment regarding the Customer's Hitachi Vantara solutions.
    - Focuses reporting on product availability and microcode version status and pending upgrades. Does not include health check reporting.
    - Serves as primary Customer contact for planning change to the environment, including server or storage additions, reconfigurations, providing input into capacity planning projects, environmental requirements for pending installations. A detailed understanding of the environment is essential. These initiatives are carefully planned together with the Customer's storage operations resources to ensure proper change management practices are implemented.
  - Proactive care.
    - Monitors microcode levels.
    - Reviews product alerts and assists Customer in understanding Hitachi Vantara alerts and planning changes – if required.
    - Verifies support documents, procedures, technical documents and policies are up to date.
    - Schedules preventative maintenance.
    - Champions problem management and service improvement initiatives.
  - Customized training.
    - Ensures effective use of Hitachi Vantara service tools, including the Hitachi Vantara Support Portal.
    - Educates the Customer's staff on implementing best practices for Hitachi Vantara solutions, emerging service solutions to reduce service cycles, new functionality or features as described in microcode upgrades, and so forth.
  - Coordination of advanced technical activities.
    - Serves as single point of contact for technical and support-related activities.
    - Works closely with the Customer's storage operations staff and the Hitachi Vantara support team to coordinate software and hardware upgrades. This maintenance planning will include education on microcode: upgrades, implementation for planning, and identifying and migrating risk through upgrade planning.

- Is responsible for change control and governance with respect to the Hitachi Vantara solution, in conjunction with Customer procedures.
- Provides support to the Customer so that the Customer's change control is systemic and organized.
- Manages implementation schedules.
- Coordinates and manages activities to ensure Services meet Customer's expectations.

### **Multivendor Support: Centralized Support During Storage System Migrations**

- The minimum Customer commitment period for a Multivendor Support term is 12 months.
- The Multivendor Support service includes:
  - Hardware maintenance support, parts replacement and software support.
  - Systems decommissioning.
  - Disk eradication with certificates.
  - Recycling services to ISO 14001 specifications.
- Microcode updates and upgrades are not included.
- Multivendor Support service is further outlined in the Customer's maintenance and support agreement with Hitachi Vantara.

## Hitachi Vantara Corporation

### **Corporate Headquarters**

2845 Lafayette Street, Santa Clara, California 95050-2639 USA [www.HitachiVantara.com](http://www.HitachiVantara.com) | [community.HitachiVantara.com](http://community.HitachiVantara.com)

### **Regional Contact Information**

**Americas:** +1 866 374 5822 or [info@hitachivantara.com](mailto:info@hitachivantara.com)

**Europe, Middle East and Africa:** +44 (0) 1753 618000 or [info.emea@hitachivantara.com](mailto:info.emea@hitachivantara.com)

**Asia Pacific:** +852 3189 7900 or [hitachivantara.marketing.apac@hitachivantara.com](mailto:hitachivantara.marketing.apac@hitachivantara.com)

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