

To help you address your operational challenges, Hitachi Data Systems offers multiple levels of support services. Premium support provides immediate response to events, ensuring high availability for your business-critical environments.

DATASHEET

Premium Support From Hitachi Data Systems

High-Availability, 24/7 On-Site Support

Premium support from Hitachi Data Systems provides unmatched around-the-clock support with 24/7 on-site coverage and high availability for business-critical environments where an immediate response is required (see Figure 1).

Flexible, Tiered HDS Support

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Premium support customers receive premier access to Hitachi Data Systems Global Support and preferred levels of customer care beyond base warranty and maintenance entitlements. Priority support and on-site microcode updates make this offering the preferred choice for most mid-range and enterprise platforms.




Fit Your Precise Needs

With an industry-best two-hour target response time for critical situations, Premium support is ideal for environments

where interruptions could immediately and adversely affect business, work or cash flow.

Premium support gives you:

- Preferential treatment and priority handling within Global Support.
- Accelerated response times, including 24/7 rush delivery on replacement parts and two-hour target response times during severity 1 level issues.
- Preventive maintenance and software updates outside of normal business hours.

	 Weekday Basic <i>(Next Business Day)</i>	 Standard <i>(Same-day Response)</i>	 Premium <i>(24x7 Coverage)</i>
Priority Support			✓
Microcode or Firmware Updates	Local Business Hours	Local Business Hours	24/7 On-Site
On-Site Target Response	NBD	Same-Day, Local Business Hours**	24/7, within 2 hours*
Replacement Parts Delivery	NBD	Same-Day, Local Business Hours**	24/7, within 4 hours*
Preventative Maintenance	Local Business Hours	Local Business Hours	24/7
Global Technical Support	Local Business Hours	24/7	24/7
Hi-Track 24/7 Remote Monitoring	✓	✓	✓

* Severity 1 Cases (Severity 2 within 8 hours; Severity 3,4 NBD)
 ** Target Response Objective for severity 1 issues is 24x7x4
 NBD = next business day

Interested in a self-service option? Ask your Hitachi representative about our Remote Support offering.

Figure 1. Hitachi Data Systems Support Services

PREMIUM SUPPORT FROM HITACHI DATA SYSTEMS

Feature	Description	Coverage Details
On-Site Target Response	Hitachi Data Systems (HDS) will send an authorized customer service and support specialist to the customer location to address issues once HDS has identified that on-site support is necessary. <ul style="list-style-type: none"> 50 miles 80 kilometers from an HDS Service Center. 	24/7 Target response objectives: <ul style="list-style-type: none"> Severity 1: Within 2 hours. Severity 2: Within 8 hours. Severity 3, 4: Next Business Day. On-site presence requirement is determined by HDS: Distance and coverage restrictions may apply.
Replacement Parts Delivery Target	Replacement parts will be provided once HDS has identified the problem and concluded that a replacement part is necessary.	24/7 Target response objectives: <ul style="list-style-type: none"> Severity 1: Within 4 hours. Severity 2: Within 8 hours. Severity 3, 4: Next Business Day. Targeted deliverable response may vary by locations or geography.
Online Support Tools	HDS Customers will have 24/7 access to an online support portal that provides technical information and support documentation.	Included
Global Technical Support	Remote telephone technical assistance with fault isolation, installation, configuration, interoperability or other equipment issues is available 24/7 to HDS customers.	24/7 Targeted telephone support response varies by business impact classification [severity levels].
Preventative Maintenance	Installation of engineering changes to update the hardware, firmware or software of the product.	24/7
Hi-Track Remote Monitoring System	24/7 remote diagnostic and monitoring services on eligible equipment using HDS' proprietary Hi-Track hardware, software, microcode and documentation ("Hi-Track services").	Included
Priority Support	Preferential treatment and priority handling within Global Support.	24/7
Microcode or Firmware Updates	HDS will update the microcode, firmware or software on select HDS equipment that is covered by a current HDS support contract remotely or by dispatching an authorized customer engineer to the customer's location.	24/7 Primary Delivery Method: On-site

Our Strength: Delivery Capabilities

Premium support from Hitachi Data Systems gives you the highest coverage and protection with maximum proactive value, above and beyond what's available in the industry, backed by our:

- 24/7 global coverage.
- Global network of support centers.

- Transparency and accountability.
- Unique tools and processes.
- Over 1,200 services specialists worldwide.
- Consistent delivery processes.

Ask your Hitachi Data Systems account representative how Premium support can help you maintain business continuity for your enterprise.

Terms and Conditions

Support Services from Hitachi Data Systems are subject to certain conditions. Review Hitachi Data Systems complete terms and conditions at www.HDS.com.

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