

To help you address your operational challenges, Hitachi Data Systems offers multiple levels of support services. Choose Standard support if you require timely response: same-day, on-site general support as well as a four-hour target response time for critical system impact issues.

Standard Support From Hitachi Data Systems

Timely, On-Site Support When You Need It

Standard support from Hitachi Data Systems provides same-day, on-site support during local business hours and four-hour, on-site, target response times during major system impact issues.

With 24/7 access to online tools and technical support, this option is ideal for environments that require a timely response.

We resolve incidents remotely when possible and with minimal disruption to operations. In fact, most service activities can be managed during normal business operations, with little to no impact to those operations.

Remote Support and Self Service Tools

As a Hitachi Data Systems customer, you have 24/7 access to the Hitachi Data Systems online support website, where you can:

- Open and monitor your support cases.
- Search our knowledge base.
- Subscribe to technical bulletins.
- Access product documents and downloads.

Hi-Track Remote Monitoring system delivers peace of mind by continuously observing your storage systems and reporting potential problems back to Hitachi Data Systems as soon as possible.

Global Presence for Reliable, Consistent Support

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

Hitachi Data Systems 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.

Hitachi Data Systems Global Support specialists have decades of combined experience. Our team's expertise across a broad range of specializations enables us to make effective recommendations for your complex environments. Our professionals offer core competencies in Hitachi and third-party products and solutions.

Always Working for You

Our commitment to you is that we will continue to identify and deploy the right resources, effective strategies and innovations to help you succeed.

Ask your Hitachi Data Systems (HDS) account representative how Standard support can assist you.

**Flexible,
Tiered HDS
Support**

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Terms and Conditions

Support Services from Hitachi Data Systems are subject to the following conditions:

- On-site presence is determined by Hitachi Data Systems Global Support: Distance and coverage restrictions may apply.
- Check availability on-site: Typically 50 miles or 80 kilometers from an HDS Service Center.
- Target deliverable responses may vary by locations or geography.
- Business hours may vary by locations or geography.
- Targets based on severity (business impact) as defined by HDS.
- Same Day SLA refers to 7 days a week.

Severity levels (business impact) descriptions include:

- One [1] Critical: Severe system or application impact. Impact is to an entire system, major business function or application.
- Two [2] High: Degraded or severely limited system impact. Impact is to a portion of a system, major business function, geographical location or application.
- Three [3] Medium: Individual or Individuals User Impact. Individual or Individuals are unable to perform required functions. Workaround or circumvention is available.
- Four [4] Minor: Minimal system impact. Information only.

STANDARD SUPPORT FROM HITACHI DATA SYSTEMS

Feature	Description	Coverage Details
On-Site Target Response	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. 	Same Day Local Business Hours Target response objectives: <ul style="list-style-type: none"> Severity 1: 24/7, within 4 hours. Severity 2: Same Day/Local Business 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.	Same Day Local Business Hours Target response objectives: <ul style="list-style-type: none"> Severity 1: 24/7, within 4 hours. Severity 2: Same Day/Business Hours. Severity 3, 4: Next Business Day. Targeted deliverable response can vary by locations or geography. Subject to local parts logistics cut-off times.
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.	Monday – Friday Local Business Hours
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
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.	Monday – Friday Local Business Hours Primary Delivery Method: Remote

The service plans that you currently have with HDS under the HDS Warranty Maintenance and Support Terms or other service contracts that you have with HDS will be read to include these terms. If there is an inconsistency between your existing terms and the terms contained here, the terms

contained here will prevail. Please contact your HDS account representative or authorized partner if you wish to discuss.

HDS may periodically choose to make changes to the support service options to provide service efficiencies. We will use our

best endeavors to discuss those with you in advance but such changes will only apply to new services from the time that the change is announced.

Review Hitachi Data Systems complete terms and conditions at www.HDS.com.

Hitachi Data Systems



Corporate Headquarters
 2845 Lafayette Street
 Santa Clara, CA 95050-2639 USA
www.HDS.com community.HDS.com

Regional Contact Information
Americas: +1 866 374 5822 or info@hds.com
Europe, Middle East and Africa: +44 (0) 1753 618000 or info.emea@hds.com
Asia Pacific: +852 3189 7900 or hds.marketing.apac@hds.com