

Hitachi Vantara's installation service options offer quick and accurate installation and configuration services for your Hitachi solution or storage platform.

DATASHEET

Installation Service Options for Hitachi Vantara Products

Support Services

Using proven techniques and processes, the fixed-scope Hitachi Vantara installation service provides you with a high-performing, fully configured Hitachi Vantara solution that is ready to use. Our service professionals ensure that your system is deployed as quickly as possible, with minimal risk, so you can start using your system immediately.

You can choose from two installation service options¹:

- **24/7 Installation Service from Hitachi Vantara:** This flexible service option allows you to schedule your installation at a time that is most convenient for you. An authorized technical specialist will plan and coordinate a successful implementation around your availability, whether that is during or after local business hours.
- **Business Hours Installation Service from Hitachi Vantara:** This plan provides installation services Monday through Friday during local business hours. An authorized technical specialist works with you to ensure a smooth, well-planned implementation during these hours. Some activities, including cutovers, may be scheduled after hours at no additional cost.

Our Customer Support and Services specialists perform the following tasks as part of either installation service option:

- Verify agreed-upon configuration and validate environment (hardware setup) to ensure nodes are operational.
- Configure and test up to two hosts and five logical unit numbers (LUNs). Note: Configuration of RAID groups logical units (LUNs) is the responsibility of the customer or can be purchased as an additional Hitachi Vantara service.
- Physically inspect for shipment damage.
- Physically connect cable interfaces to the storage system.
- Enable Hi-Track Remote Monitoring system.
- Confirm maintenance provisions and call-handling procedures.
- Install license keys for storage-system-based software.
- Install operating system, Hitachi Base Operating System and Hitachi Storage Virtualization Operating System on Hitachi Vantara equipment.
- Install appliance and on-site rack.
- Physically connect network cables to the top-of-rack switches and management switch.
- Incorporate appliance (hardware) in the local network, Microsoft Active Directory, firewall, network settings, Network Time Protocol (NTP) setup.
- Provide training on basic handling of equipment and configuration.

We also offer incremental installation assistance, which is billable on a time-and-materials basis. This service is not intended as a replacement or substitute for our various Hitachi Vantara professional services. Examples of incremental installation assistance include:

- Installation of racks that you supply.
- Connectivity support specific to your business.
- Additional testing support.
- Additional configuration of hosts and LUNs beyond our installation service limits.
- Testing and validation support for your network or SAN.
- Creating and monitoring virtual machines, clusters, appliances and nodes.
- Adding or activating licenses, localization settings and updating software components.
- Performing initial download and installation of latest patches from Hitachi Vantara repositories.
- Performing build, test and release tasks.

Terms and Conditions

Support Services from Hitachi Vantara are subject to certain conditions. Review Hitachi Vantara's complete terms and conditions at www.HitachiVantara.com/corporate/legal/.

¹ Performance period: Excludes public holidays at the location where services are provided.

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



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

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

HITACHI is a trademark or registered trademark of Hitachi, Ltd. Hi-Track is a trademark or registered trademark of Hitachi Vantara Corporation. Microsoft and Active Directory are trademarks or registered trademarks of Microsoft Corporation. All other trademarks, service marks and company names are properties of their respective owners.

DS-477-A LVA December 2017