

Partner with Hitachi Vantara for your storage system migration and discover greater efficiencies with single-sourced Multivendor Support for Hitachi Vantara and third-party systems.

**DATASHEET**

## Preferred Customer Services From Hitachi Vantara: Multivendor Support

### Converged Support in Today's Fast-Paced Digital Environment

At Hitachi Vantara, we anticipate the challenges you face in today's dynamic era of digital transformation, and we are prepared to help you continually succeed with end-to-end, converged support.

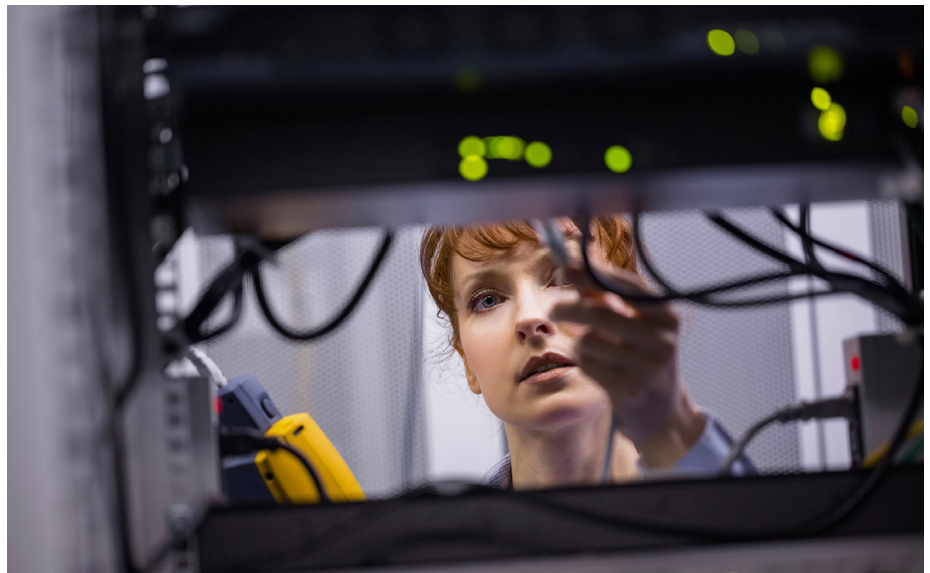
Preferred Customer Services from Hitachi Vantara is a tiered portfolio of value-added, personalized support offerings designed to complement your existing Premium, Standard or Weekday Basic support service plan.

### Centralized, Best-in-Industry Support

If your storage system has reached manufacturer end-of-support-life status and you need more time for system migration, Hitachi Vantara has the solution.

Multivendor Support provides outstanding, post-warranty support to ensure that your end-of-support-life storage devices continue to operate in peak condition.

As the single source of support, Multivendor Support allows you to focus on the growth of your business as we strive to improve operational efficiencies for your Hitachi Vantara and third-party systems.



### The Value of Multivendor Support

**Centralized:** With Multivendor Support, you streamline your operations and gain greater efficiencies as one single source of support helps ease the migration process.

**Reliable:** Hitachi Vantara global support consultants provide unparalleled technical guidance and offer the protection, consistency and confidence you need to meet your business continuity requirements.

**Comprehensive:** We provide exceptional support and expert guidance to ensure a successful migration to your new solution. Our global support consultants walk you through the entire end-to-end process and proactively address challenges.

## Terms and Conditions

Multivendor Support from Hitachi Vantara is subject to these conditions:

- This option is available to all Hitachi Vantara customers, even if you do not transition to a Hitachi Vantara system, but simply want Hitachi Vantara to provide support for your third-party system that has reached its end of life.
- Hitachi Vantara global support consultants provide hardware maintenance support, parts replacement and software support. Microcode updates and upgrades are not included.
- Offering includes systems decommissioning, whereby advanced eradication tools, detailed reporting and certificates of eradication are provided.
- We support a number of systems and models from a variety of storage providers, such as EMC, NetApp and Cisco. Contact your local customer service and support manager to view the complete list of models.

Note: Review Multivendor Support complete terms and conditions in the [Preferred Customer Services Portfolio Program Guide](#).

“ Support from Hitachi Vantara Switzerland was excellent. We have a great relationship with the local team and they provided us with extra on-site support during the migration. Together, we were able to complete the migration within eight months, an impressive timeline considering that we could only migrate data during short weekend maintenance windows. ”

– Peter Wielath, head of Core Platforms, Bank Vontobel

## Why Choose Preferred Customer Services and Multivendor Support?

Storage system migration is a stressful, overwhelming task, especially if your provider has declared end-of-support-life status on the equipment.

Multivendor Support eases the transition with support for your Hitachi Vantara and third-party systems.

Preferred Customer Services provides centralized support options and direct access to our global team of specialists. We give you unparalleled guidance and support to help you maximize your investments and grow your business.

See for yourself how to benefit from our industry-leading expertise and customer-centric approach. Partner with Hitachi Vantara for the focused, attentive customer service you need to achieve your business objectives.

## When You Succeed, We Succeed

Learn how Preferred Customer Services and Multivendor Support meet your business needs.

Contact your Hitachi Vantara customer service and support manager or visit [HitachiVantara.com](http://HitachiVantara.com).

**ZERO OUTAGE**  
CERTIFIED PARTNER

**T · Systems ·**

### 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



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