

Hitachi Vantara offers multiple levels of support services. Choose Standard support for a timely response: same-day, on-site general support and a four-hour target response time.

DATASHEET

Standard Support From Hitachi Vantara

Timely, On-Site Support When You Need It

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

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 or no impact to those operations.

When Standard Support is the Right Choice

With 24/7 remote technical assistance and access to online tools and information, Standard support is ideal for environments that require a timely response.

This option is well suited to staging, testing and production environments where disruption will not result in financial impact. It also serves systems that run business applications, such as enterprise resource planning (ERP), business intelligence systems or applications with a large web presence.

Remote Support and Self-Service Tools

As a Hitachi Vantara customer, you have 24/7 access to the Hitachi Vantara 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.

Hitachi Remote Ops, a remote access control center agent, delivers peace of mind by continuously observing your storage systems and reporting potential problems back to Hitachi Vantara as soon as possible.

Terms and Conditions

Support Services from Hitachi Vantara are subject to the following conditions:

- On-site presence is determined by Hitachi Vantara Global Support: Distance and coverage restrictions may apply.
- Check on-site availability: Typically, this extends 50 miles or 80 kilometers from an Hitachi Vantara Service Center.
- Target deliverable responses may vary by locations or geography.

Global Presence for Reliable and Consistent Support

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

Hitachi Vantara 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.

Always at Work 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 Vantara account representative how Standard support can assist you.

- Business hours may vary by locations or geography.
- Targets are based on severity (business impact) as defined by Hitachi Vantara.
- Same-day service level agreement (SLA) refers to 7 days a week. See Table 1 for coverage details.

TABLE 1: Standard Support from Hitachi Vantara

Feature	Description	Coverage Details
On-site Target Response	<ul style="list-style-type: none"> • Hitachi Vantara will send an authorized customer service and support specialist to the customer location to address issues once we have identified that on-site support is necessary. • 50 miles 80 kilometers from a Hitachi Vantara Service Center. 	Same day: local business hours. 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. On-site presence requirement is determined by Hitachi Vantara: Distance and coverage restrictions may apply.
Replacement Parts Delivery Target	<ul style="list-style-type: none"> • Replacement parts will be provided once Hitachi Vantara has identified the problem and concluded that a replacement part is necessary. 	Target response objectives: <ul style="list-style-type: none"> • Severity 1: 24/7, within 12 hours • Severity 2: next business day (subject to local parts logistics cutoff times) • Severity 3, 4: next business day. Targeted deliverable response may vary by location or geography.
Online Support Tools	<ul style="list-style-type: none"> • Hitachi Vantara customers will have 24/7 access to an online support portal that provides technical information and support documentation. 	<ul style="list-style-type: none"> • Included
Global Technical Support	<ul style="list-style-type: none"> • Remote telephone technical assistance with fault isolation, installation, configuration, interoperability or other equipment issues is available to Hitachi Vantara customers. 	<ul style="list-style-type: none"> • 24/7 • Targeted telephone support response varies by business impact classification [severity levels].
Preventative Maintenance	<ul style="list-style-type: none"> • Installation of engineering changes to update the hardware, firmware or software of the product. 	<ul style="list-style-type: none"> • Monday – Friday: local business hours
Hitachi Remote Ops	<ul style="list-style-type: none"> • 24/7 remote diagnostic and monitoring services on eligible equipment using our proprietary Remote Ops hardware, software, microcode and documentation (“Hitachi Remote Ops (remote access control center agent”). 	<ul style="list-style-type: none"> • Included
Microcode or Firmware Updates	<ul style="list-style-type: none"> • Hitachi Vantara will update the microcode, firmware or software on select Hitachi Vantara equipment that is covered by a current Hitachi Vantara support contract remotely. 	<ul style="list-style-type: none"> • Monday – Friday: local business hours • Primary delivery method: remote

Severity levels (business impact) descriptions include:

- Severity 1 – critical: severe system or application impact. Impact is to an entire system, major business function or application. See Table 1.
- Severity 2 – high: degraded or severely limited system impact. Impact is to a portion of a system, major business function, geographical location or application.
- Severity 3 – medium: individual or individuals are unable to perform required functions. Workaround or circumvention is available.
- Severity 4 – minor: minimal system impact. Information only. Support Services from Hitachi Vantara are subject to certain conditions. Review Hitachi Vantara complete terms and conditions at www.hitachivantara.com.

[Learn More](#) about flexible, tiered support.



Hitachi Vantara



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