

Hitachi Vantara offers multiple levels of support services. Premium support ensures high availability for your business-critical environments.

DATASHEET

Premium Support From Hitachi Vantara

On-Site, 24/7 Support Keeps Your Environment Running

Premium support from Hitachi Vantara provides unmatched protection for business-critical environments with around-the-clock support and 24/7 on-site coverage when incidents call for an immediate response.

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

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. See Table 1.

Fit Your Ever-Changing Needs

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.

TABLE 1: Hitachi Vantara Support Services Plans Comparison

Support Plan Features	Premium 24/7 Coverage	Standard Same-Day Response	Weekday Basic Next Business Day
Priority Support	✓	-	-
Microcode or Firmware Updates	24/7 On-site	Local Business Hours	Local Business Hours
On-site Target Response	24/7, within 2 hours	Same-Day Local Business Hours**	Next Business Day
Replacement Parts Delivery	24/7, within 4 hours*	24/7, within 12 hours	Next Business Day
Preventative Maintenance	24/7	Local Business Hours	Local Business Hours
Global Technical Support	24/7	24/7	Local Business Hours
Hitachi Remote Ops 24/7 Monitoring	✓	✓	✓

* Severity 1 issues (severity 2 within 12 hours; severity 3 and 4 (next business day)

** Target response objective for severity 1 issues is 24x7x4

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

Our Strength: Delivery Capabilities

Premium support from Hitachi Vantara gives you coverage and protection 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.

Support Services from Hitachi Vantara are subject to certain conditions. Review Hitachi Vantara complete terms and conditions at www.HitachiVantara.com. See Table 2 for coverage details. Ask your Hitachi Vantara account representative how Premium support can help you maintain business continuity for your enterprise.

TABLE 2: Premium 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. 	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 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. 	24/7 Target response objectives: <ul style="list-style-type: none"> • Severity 1: within 4 hours. • Severity 2: within 12 hours. • 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"> • 24/7
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
Priority Support	<ul style="list-style-type: none"> • Preferential treatment and priority handling within Global Support. 	<ul style="list-style-type: none"> • 24/7
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 or by dispatching an authorized customer engineer to your location. 	<ul style="list-style-type: none"> • 24/7, primary delivery method: on-site

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



Hitachi Vantara



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