



Hitachi Vantara Support Services

Service Descriptions and Deliverables

The tables below contain support services details of the coverage provided under Hitachi Vantara Warranty, Maintenance and Support Terms. These tables and all other terms outlined in this document are subject to change at any time and are subject to Hitachi Vantara’s Legal Terms and Conditions, which are available here: HitachiVantara.com/corporate/legal/.

Contents

<u>Hardware Support Services Terms</u>	2
<u>Hitachi Hardware Products</u>	3
<u>Legacy/End-of-Service-Life/Sunset Hitachi Products</u>	4
<u>Software Support Services Terms</u>	5
<u>Hitachi Software Products</u>	5
<u>Big Data Products Support Features</u>	6
<u>Pentaho</u>	6
<u>Lumada Data Catalog</u>	6
<u>Lumada Edge Intelligence</u>	6
<u>Lumada Data Optimizer</u>	6
<u>SaaS Support Service Terms</u>	7
<u>Hitachi SaaS Products</u>	7
<u>Support Website</u>	7
<u>Footnotes</u>	8
<u>Support Services Conditions</u>	8
<u>Severity Levels Descriptions</u>	8
<u>VSP Warranty Service Exception</u>	8
<u>Disk Retention Option (DRO)</u>	8

Hardware Support Services Terms

Deliverable	Remote	Weekday Basic	Standard	Premium
On-site Target Response	Customer	NBD	<u>Severity 1</u> 24/7, Within 4 Hours <u>Severity 2</u> Same Day, During Local Business Hours <u>Severity 3 & 4</u> NBD	<u>Severity 1</u> 24/7, Within 2 Hours <u>Severity 2</u> 24/7, Within 8 Hours <u>Severity 3 & 4</u> NBD
Replacement Parts Delivery Target ²	NBD	NBD	<u>Severity 1</u> 24/7, Within 12 hours ⁴ <u>Severity 2</u> ⁴ NBD ³ <u>Severity 3 & 4</u> NBD	<u>Severity 1</u> 24/7, Within 4 hours ⁴ <u>Severity 2</u> 24/7, Within 12 hours ⁴ <u>Severity 3 & 4</u> NBD
Corrective Maintenance	Customer	Local Business Hours	Local Business Hours	24/7
Online Support Tools	Included	Included	Included	Included
Global Technical Support	Local Business Hours	Local Business Hours	24/7	24/7
Disk or Media Replacement	Customer	NBD	NBD	NBD
Preventative Maintenance ⁵	Customer	Local Business Hours	Local Business Hours	24/7
Hitachi Remote Ops	Included	Included	Included	Included
Priority Support	–	–	–	Included
Microcode/Firmware Updates	Customer	Local Business Hours: Remote	Local Business Hours: Remote	24/7: Onsite ¹
Disk Retention Option (DRO)	Available	Available	Available	Available

¹ Delivery Method: Accomplished remotely or on-site.

² Deliver target time objective starts once Hitachi Vantara has identified the problem and concluded that a replacement part is necessary.

³ Subject to local parts logistics cutoff times (variable based on local situation).

⁴ For HA810 and HA820 systems, spare parts delivery targets are Severity1: 4 hours: Severity 2 – 4: NBD.

⁵ Preventative maintenance will be scheduled and does not carry a target onsite response for parts or engineer.

Next Business Day ("NBD") is defined as follows: A Business Day is any one of the official working days of the week. Typically, these are the days between and including Monday through Friday (variable based on local laws). This does not include public holidays and weekends. Operating Hours are typically from 9 am to 5 pm during the Business Day (variable based on local laws). When on-site response is NBD, any request for response must be placed before the close of the current Business Day Operating Hours (for example, before Tuesday at 5 pm). The NBD response target is before the close of Operating Hours of the NBD (for example, before Wednesday at 5 pm). A request placed after the close of the Business Day Operating Hours will result in a response of NBD +1 day (for example, a request made on Tuesday at 7 pm, results in a response target of Thursday at 5 pm). The NBD Performance period is subject to Local Business Hours, Monday – Friday.

Note: The Footnotes section on page 7 of this document outlines the conditions under which Hitachi Vantara will deliver the support services listed above.

Hitachi Hardware Products

Product Name/Family	Minimum Service Level*	Warranty Service Level	Warranty Period	Additional Options
Hitachi Compute Blade (CB) CB 500 CB 2500	Weekday Basic	Remote	36 Months 3 Years	Standard, Premium
Hitachi Content Platform (HCP)	Weekday Basic	Remote	36 Months 3 Years	Standard, Premium
HCP Anywhere	Weekday Basic	Remote	36 Months 3 Years	Standard, Premium
Hitachi Data Ingestor (HDI) hardware appliance	Weekday Basic	Remote	36 Months 3 Years	Standard, Premium
Hitachi Data Ingestor (HDI) remote server	Remote	Remote	36 Months 3 Years 60 Months 5 Years	N/A
Hitachi NAS Platform (HNAS)	Weekday Basic	Weekday Basic	36 Months 3 Years	Standard, Premium
Hitachi Protection Platform (HPP)	Weekday Basic	Weekday Basic	36 Months 3 Years	Standard
File Hitachi Unified Storage (HUS) file option HUS 110 HUS 130 HUS 150	Weekday Basic	Remote	36 Months 3 Years	Standard, Premium
Hitachi Unified Storage (HUS) HUS 110 HUS 130 HUS 150	Weekday Basic	Remote	36 Months 3 Years	Standard, Premium
Hitachi Unified Storage VM (HUS VM)	Weekday Basic	Weekday Basic	36 Months 3 Years	Standard, Premium
Rack optimized server for solutions, 2U four node T412S-2U	Weekday Basic	Remote	12 Months 1 Year	Standard, Premium
Rack optimized server for solutions, 2U single node D51B-2U	Weekday Basic	Remote	36 Months 3 Years	Standard, Premium
Hitachi Advanced Server*** DS120 DS220 DS225 DS240 DS7000	Weekday Basic	Return to Factory	36 Months 3 Years	Standard, Premium
Hitachi Visualization Platform (HVP)	Weekday Basic	Remote	36 Months 3 Years	Standard, Premium
Hitachi Video Management Platform (VMP)	Weekday Basic	Weekday Basic	36 Months 3 Years	Standard, Premium
Video Server	Weekday Basic	Remote	36 Months 3 Years	Standard, Premium
Hitachi Visualization Platform (HVP) gateways**	Standard	Remote	36 Months 3 Years	N/A
Hitachi Visualization Platform (HVP) cameras/pods**	Standard	Remote	12 Months 1 Year	N/A
VSP Fx00 models VSP F400 VSP F600 VSP F800	Standard	Return to Factory	36 Months 3 Years	Premium
VSP Fxx0 models VSP F350 VSP F370 VSP F700 VSP F900	Weekday Basic	Return to Factory	36 Months 3 Years	Standard, Premium
VSP E series	Weekday Basic	Return to Factory	36 Months 3 Years	Standard, Premium

Product Name/Family	Minimum Service Level*	Warranty Service Level	Warranty Period	Additional Options
VSP F1500	Standard	Return To Factory	36 Months 3 Years	Premium
VSP GX00 models VSP G200 VSP G400 VSP G600 VSP G800	Weekday Basic	Weekday Basic	36 Months 3 Years	Standard, Premium
VSP Gxx0 models VSP G350 VSP G370 VSP G700 VSP G900	Weekday Basic	Return To Factory	36 Months 3 Years	Standard, Premium
VSP Nx00 models VSP N400 VSP N600 VSP N800	Weekday Basic	Return To Factory	36 Months 3 Years	Standard, Premium
VSP 5x00 models VSP 5100 VSP 5100H VSP 5500 VSP 5500H	Standard	Return To Factory	36 Months 3 Years	Premium
VSP G1000 G1500	Standard	Standard	36 Months 3 Years	Premium
CONVERGED SOLUTIONS Various: Hitachi Unified Compute Platform, and object Storage Platforms	<ul style="list-style-type: none"> Warranty Maintenance and Support provided via solution-embedded components.¹ 			

Revised February 2021

Hitachi Remote Ops and Installation is available for all Hitachi hardware products except Hitachi Data Ingestor remote server.

* During the warranty period, a minimum service level upgrade above RTF is mandatory.

Return-To-Factory: During the warranty period, Hitachi Vantara will provide "Return-To-Factory" (RTF) parts service: The warranty provides for repair or replacement of components when those components are returned to Hitachi Vantara. All warranty work and RMAs are coordinated by Hitachi Vantara Logistics. Onsite support is provided only when a maintenance agreement has been purchased from Hitachi Vantara.

** For Hitachi Visualization Platform gateway and pods: Severity 3 and 4, 3 business days | Customer-specific remote pod components (cameras, switches, radios, etc.) | May substitute at Hitachi Vantara discretion parts with similar form, fit and function | May replace with repaired/refurbished components | Terms apply to standard stocked components. Terms for special order parts including radios will be agreed case by case by SOW. | PODs may require a certified electrical subcontractor for installation or replacement. Electrical subcontractors are not included in published maintenance fees. Subcontractor services require a separate quote and SOW | HVP gateways and pods containing internal storage include DRO (see below), under which media will be turned over to the customer during the field repair process. | Replacement Parts Delivery Target: NBD

*** For HA810 and HA820 systems, Hitachi Vantara offers Standard and Premium service only.

¹ Firmware and software upgrades for Hitachi Vantara Unified Compute Platform (UCP) offerings comprising multiple hardware components are customer self-service. Alternatively, Hitachi Vantara offers a range of optional services to assist customers with upgrading firmware and software on devices constituting a UCP solution. If interested in these services, please contact your local Hitachi Vantara or partner representative.

Legacy/End-of-Service-Life/Sunset Hitachi Products

View End-of-Life (EOL) policy and complete End-of-Service-Life (EOSL) product matrix at [HitachiVantara.com](https://www.hitachivantara.com)

Product Name/Family	Limited Support
Hitachi Compute Rack (CR) CR 210H CR 220H CR 220S	Extended Life-Cycle Support
Hitachi Virtual Storage Platform (VSP)	Extended Life-Cycle Support

Revised January 2021

Software Support Services Terms

Software Support

- Global Technical Support¹ (remote assistance with fault isolation, configuration, use and operation of the software and related issues)
- Minor Software Updates and Patches for Software (corrections, enhancements, improvements and updates)
- 24/7 Access to online technical information, documentation and downloads as appropriate

¹ Targeted telephone support response times vary by business impact classification.

Severity levels: Severity 1: Critical < 30 minutes, 24/7; Severity 2: High < 2 hours, 24/7; Severity 3: Medium < 4 hours, BH

Note: See exception on pg. 6 for Big Data Products Support Features and Lumada Manufacturing Insights support.

Hitachi Software Products

Product Name/Family	Warranty*	Warranty Period
Hitachi Automation Director (HAD)	Conformance	90 Days
Hitachi Compute Advisor (HCA)	Conformance	90 Days
Hitachi Content Intelligence (HCI)	Conformance	90 Days
Hitachi Content Platform (HCP) HCP G HCP S HCP-VM	Conformance	90 Days
HCP Anywhere	Conformance	90 Days
Hitachi Command Suite (HCS)*** <ul style="list-style-type: none"> • Device Manager (HDvM) • Tuning Manager (HTnM) • Replication Manager (HRpM) • Tiered Storage Manager (HTSM) • Dynamic Link Manager (HDLM) • Global Link Manager (HGLM) • Command Director (HCD) 	Conformance	90 Days
Hitachi Data Ingestor (HDI)	Conformance	90 Days
Hitachi Data Instance Director (HDID)	Conformance	90 Days
Hitachi Data Protection Suite, powered by Commvault (HDPS)	Conformance	90 Days
Hitachi Infrastructure Director (HID)	Conformance	90 Days
Hitachi Ops Center *** <ul style="list-style-type: none"> • Automator • Administrator • Analyzer • Analyzer Viewpoint • Data Instance Director 	Conformance	90 Days
Hitachi Storage Advisor (HSA)	Conformance	90 Days
Hitachi Streaming Data Platform (HSDP)	Conformance	90 Days
Hitachi Storage Viewer, powered by APTARE (HSV)	Conformance	90 Days
Hitachi Visualization Suite (HVS)	Conformance	90 Days
Hitachi Visualization Analytics Manager (HVAM)	Conformance	90 Days
Hitachi Data Center Analytics (HDCA)	Conformance	90 Days
HCP Gateway	Conformance	90 Days

Product Name/Family	Warranty*	Warranty Period
Big Data Products (Pentaho)	Conformance	90 Days
Lumada Manufacturing Insights**	Conformance	90 Days

* Includes media replacement, if applicable.

** Support SLA is Next Business Day (NBD) response or as defined in the Statement of Work.

*** Hitachi Vantara may optionally distribute software as pre-configured VM .ova (Open Virtual Appliance) packages. Hitachi Vantara is not responsible for maintaining or supporting the underlying operating system unless OS support is purchased from Hitachi. If OS support is not purchased from Hitachi Vantara, customers must purchase OS support from the OS vendor directly. Please click [here](#) for more information.

Big Data Products (Pentaho, Lumada Data Catalog, Lumada Edge Intelligence and Lumada Data Optimizer) Support Features

Deliverable		Standard	Premium	Enterprise
Named Maintenance and Support Services Contacts (Primary/Backup)		1/1	2/1	2/1*
Coverage		8x5	24x7**	24x7**
Support Cases		Unlimited	Unlimited	Unlimited
Knowledge Base Users		5	20	20
Target Initial Response Time	Severity 1	4 Business Hours	1 Hour	1 Hour
	Severity 2	1 Business Day	2 Business Hours	2 Business Hours
	Severity 3 or 4	2 Business Days	4 Business Hours	4 Business Hours
Training Credits****				
Platform (Pentaho Data Integration + Business Analytics)		8	12	12
Pentaho Data Integration only		4	8	8
Remote Consulting Checkpoints*****				
Platform (Pentaho Data Integration + Business Analytics)		None	3	Included in Enterprise Support
Pentaho Data Integration only		None	1	Included in Enterprise Support
Assigned Big Data Products (Pentaho) architect		No	No	Yes***
One-on-one guidance, mentoring and best practice discussions		No	No	Yes
Management of feature requests and support cases		No	No	Yes
Internal VM replicated customer environment for faster resolution		No	No	Yes ^v

* The number of Named Support Contacts for Enterprise Support may increase depending on the total number of Cores and/or Nodes you are licensed to use the Big Data Products (Pentaho, Lumada Data Catalog and Lumada Data Optimizer) software on.

** 24x7 support coverage is only available for Severity Level 1 issues or errors. Initial response for Severity 1 issues: Critical < 1 hour.

*** Enterprise Support includes the assignment of a solution architect to (a) conduct sessions to demonstrate implementation best practices with your Named Support Contacts; (b) discuss topics such as integration techniques, solution design and architecture, implementation strategies, upgrade techniques, best practices and performance tuning of the software; (c) coordinate and conduct sessions as needed with Hitachi's subject matter experts; and (d) troubleshoot issues via VPN access to your systems or the creation of replicas of your solution, if this is technically possible. The accrual or rollover of the weekly allocated time is not permitted but the time assigned can be increased by a separate written agreement between the parties.

****A "Training Credit" is equivalent to a single full day public training course (online or in person) available from <https://www.hitachivantara.com/en-us/services/training-certification.html> or any successor website address for an individual attendee. A private custom training course conducted by Hitachi Vantara (or its subcontractor) for you will consume six (6) Training Credits per day regardless of the number of attendees.

*****A "Remote Consulting Checkpoint" refers to a session delivered remotely by Hitachi Vantara to determine whether or not you have implemented the Big Data Products (Pentaho) software in its environment efficiently, whereby Hitachi Vantara will run a set of scripts against your environment. Following the running of such scripts, the results will be reviewed by Hitachi Vantara's architects and Hitachi Vantara will make suggestions to enable you to improve your implementation of the Big Data Products (Pentaho, Lumada Data Catalog, Lumada Edge Intelligence and Lumada Data Optimizer) software.

^vThis feature will only apply for the Big Data Products (Pentaho) software.

SaaS Support Service Terms

- 24/7 Access to online support tools (technical information, documentation and downloads)
- 24x7 Access to associated software downloads
- 24/7 Global Technical Support (remote assistance with fault isolation, configuration, use and operation of the software and related issues)
- Automatic Access to SaaS updates

SaaS Updates

SaaS Updates shall be made available at Hitachi Vantara discretion and may address security fixes, problem fixes, general maintenance, new or deprecated functionality and documentation. Hitachi Vantara is under no obligation to develop any future functionality or enhancements. If an update for an SaaS product is made available to you pursuant to these SaaS Support Policies, it shall automatically replace the previous version of the applicable SaaS product. Updates may require scheduled downtime which Hitachi Vantara will announce in advance via Support Portal Alerts.

Supported Browsers

Hitachi Vantara reserves the right to require a SaaS problem be demonstrated on a supported browser, which may vary by product. Supported browsers are documented in product updates for each SaaS.

Hitachi SaaS Products

Product Name/Family	Warranty Service	Warranty Period
HSIA Social Intelligence Analyzer	Conformance	90 Days
HVS Hitachi Video Suite – Public Cloud	Conformance	90 Days

Revised June 2020

Hitachi Vantara Support Website

Hitachi Vantara strongly encourages customers to register with the Hitachi Vantara Support website. By doing so, customers can subscribe to receive Technical Bulletins to stay informed of critical product and security alerts. The Customer acknowledges that failure to register with the Hitachi Vantara Support website and subscribe to Technical Bulletins may result in Customer not receiving Technical Bulletins in which Hitachi Vantara will not be held liable. Please visit [Hitachi Vantara's Support Site](#) to register and subscribe.

Footnotes

Hitachi Vantara Support Services are subject to the following conditions:

- Onsite presence is determined by Hitachi Vantara Global Support Center. Distance and coverage restrictions may apply.
- Onsite availability: 50 miles/80 kilometers from a Hitachi Vantara Service Center. Subject to Hitachi Vantara discretion to extend coverage on a case-by-case basis.
- Target deliverable responses may vary by locations or geography.
- Spares target delivery dates are estimates that Hitachi Vantara uses to achieve commercially reasonable endeavors; however, actual delivery times depend upon external factors such as spares availability and logistics resourcing. Hitachi Vantara is not liable to the customer if actual delivery is delayed by these factors or any other factors that are outside of our control.
- Local business hours may vary by locations or geography.
- Same Day SLO refers to 7 days a week.
- Preventative maintenance is completed during activity window (break/fix).
- Global technical support response times vary by client impact classification (severity levels).
- Requests for onsite microcode updates outside of normal local business hours are billable services.
- Ongoing media replacement policy: For any flash drive, Hitachi Vantara will replace it free of charge, provided that Customer has a valid and current maintenance and support services contract that covers the drive.

Hitachi Vantara requires that all equipment and software that is installed as part of the same product offering to be subject to Hitachi Vantara support and service contract for that product offering, except in the case of third-party products supplied by Hitachi Vantara, but not maintained by Hitachi Vantara, for which you are required to obtain maintenance and support directly from the vendor of the third-party product.

Hitachi Vantara may periodically make changes to support service options to provide service efficiencies. We will make every effort to discuss those with you in advance, and such changes will only apply to new services after the change is announced.

The Hitachi Vantara Warranty Maintenance and Support Terms within your current Hitachi Vantara service plan, as well as other service contracts that you have with Hitachi Vantara, will include these terms. If there is an inconsistency between your existing terms and those outlined here, these terms will prevail. Please contact your Hitachi Vantara account representative or authorized partner if you wish to discuss. Review Hitachi Vantara complete terms and conditions at [HitachiVantara.com](https://www.hitachivantara.com).

Severity Levels Descriptions

■ Severity 1: System Down

Continued use of one or more functions is impossible (or severely restricted) on a Critical System and prevents customer from continued production or severely risks critical business operations. Problem may cause loss of data and/or restrict data availability and/or cause significant financial impact to the customer.

■ Severity 2: Severe Restriction

Problem severely affects or restricts major functionality. The Problem is of a time-sensitive nature and important to long-term productivity but is not causing an immediate work stoppage. No workaround is available, and operation can continue in a restricted fashion.

■ Severity 3: Minor Restriction

Problem does not have a major effect on the customer's business, e.g. failure of a non-critical or redundant module/component, problems affecting only one or few users, problems during Software or Equipment installation or upgrade on a non-production or test system.

■ Severity 4: Circumvented

Similar to Minor Restriction, however the problem has been circumvented using an alternative solution or workaround, although a permanent fix is required.

■ Severity 5: Information Only

An issue concerned with the usage or documentation of the Software, e.g. "how to" questions, clarification of documentation or error codes, enhancement requests, having no material effect on the customer's operations.

Disk Retention Option (DRO)

- Forgives defective media return and any billable subsystem customer nonreturned media.
- All removable media, all products [hard disk drives (HDD), solid-state disk (SSD), flash module (FMD), and so forth], all platforms and all products.

Microcode/Firmware Updates

Hitachi Vantara's standard policy is to deliver microcode/firmware updates remotely. Authorized Hitachi Vantara engineers use sophisticated remote technology to securely deliver microcode remotely to Hitachi devices. This process enables fast and efficient microcode delivery that doesn't require an engineer to be onsite. Some models of Hitachi Virtual Storage Platforms (VSPs) are equipped with a management console/service processor or "SVP" that has its own operating system. For the VSP models below 1000, it is the customer's responsibility to install SVP OS updates and security patches.

VSP Warranty Service Exception

For Hitachi Virtual Storage Platform products, VSP Warranty and Maintenance service levels are equivalent to Standard Support. The Warranty and Maintenance Plus service levels are equivalent to Premium Support.

Installation Services

Our Services specialists or Hitachi Vantara Authorized Service Providers perform the following tasks as a single installation event:

- Physically inspect for shipment damage.
- Install equipment per the manufacturer's specification on customer site per customer's input.
- Enable Hitachi Remote Ops system.
- Confirm maintenance provisions and call-handling procedures.
- Provide basic operation training and knowledge transfer on equipment handling and configuration (not to exceed 1 hour).

Storage Systems:

- Verify (or install) latest Storage Virtual Operating System (SVOS) on Hitachi Vantara equipment.
- Physically connect cable interfaces to the storage system.
- Install license keys for storage-system-based software.
- Create all parity Groups, provide instruction on how to create pools/volumes, and create up to five volumes.

Note: After completion of the above tasks, customers are requested to inform the installer that they can access a volume on the storage from an external host for the first time. This is not part of the installation service but is highly recommended to verify the storage is fully functional. This step is done by the customer and does not have to be performed while the installer is onsite.

There are three installation options: 1) business hours (Monday through Friday 9 am to 5 pm, local standard time), 2) 24x7 installation, and 3) self-installation. * Prices vary for each option, so customers should ensure that the preferred option is selected at the time of order. **Notice period for installations:** Hitachi Vantara requires five working days' notice prior to scheduling an installation to ensure full planning and all prerequisite checks can be completed in advance.

* Only available for selected models.

Hitachi Remote Ops

To meet or exceed the services level objectives (SLO) defined in Hitachi Vantara service and support offerings, Hitachi Remote Ops must be enabled. Remote Ops is Hitachi Vantara proprietary property that provides the following:

- Continuous remote monitoring service 24/7 via Remote Ops monitor agent.
- Proactive, predictive fault isolation.
- Reports system incidents and potential problems.
- Enables real-time, rapid-action expert troubleshooting.
- Provides trend analysis and analytics.
- Advanced systems diagnostics (engineering-design embedded).
- Secure controlled access (layered encryption and authentication).
- Integrated and linked to Hitachi Vantara Support Services management systems.
- Customer requisite: access, required equipment, telecommunication and so forth.
- Remote Code Upgrade facility: enables secure scheduling and execution of microcode upgrades on selected products.

Hitachi Vantara

Corporate Headquarters
2535 Augustine Drive
Santa Clara, CA 95054 USA
HitachiVantara.com | community.HitachiVantara.com

Contact Information
USA: 1-800-446-0744
GLOBAL: 1-858-547-4526
HitachiVantara.com/contact