

Quantum StorageCare Global Services Support Plans

> DATASHEET

Better Protection for Your Data and Your Business

Ranked among the best in the world¹, focused on continuous improvement and customer feedback, Quantum StorageCare® Global Services deliver the service and support necessary to be certain about data protection. Quantum's support plans maximize uptime by preventing disruptions, accelerating problem resolution, lowering maintenance costs, and delivering peace of mind.

As business systems become increasingly complex and data continues to grow exponentially, the need for storing and monetizing data throughout its lifecycle becomes paramount. As a result, managing data protection service level agreements (SLAs) and maintaining end-to-end uptime is more important than ever. Given the huge impact that a system disruption can have on your operations, it's important to have a plan and protection in place to manage these assets and prepare for the unexpected.

Quantum's flexible, multi-tiered support plans help IT teams maintain predictability in the data protection workflow, preventing disruption to ensure viable data access over its entire lifecycle, in any environment and at any scale. From single facilities to complex multi-national deployments, Quantum's plans provide immediate access to our support and sustaining engineers, advanced diagnostics, timely updates and feature upgrades, parts delivery, and onsite service. With Quantum support, your data and uptime are as mission-critical to us as they are to you.

FEATURES & BENEFITS

- Worldwide coverage
- Online essential product training
- On-demand access
- Complete service request visibility
- Latest software releases
- Secure remote monitoring and repair
- Timely parts delivery
- Vision® software support

On a one-to-ten scale the service is an 11.5. Responsiveness has been beyond outstanding; field techs would not only answer the phone but proactively call me to make sure everything was okay. It's been by far the best support of any vendor in my data center; hands down, Quantum wins.

- Ross Chapman,
Executive Director of Technology,
SGI-USA

¹ Quantum Net Promoter Program participant with 4% Quarter over Quarter improvement amongst our customers

SUPPORT PLAN BENEFITS

All support plans under StorageCare Global Services are designed in tiers to match the way you work—from cost-effective options for traditional business hours to “always-on” service for critical IT environments that run day and night, 365 days a year.

StorageCare Support Plan customers benefit from:



WORLDWIDE COVERAGE

that includes multi-language telephone support and onsite assistance provided in more than 180 countries.



ONLINE ESSENTIAL PRODUCT TRAINING

developed for all Quantum products. Our StorageCare Information Solutions team is committed to making sure that our customers are able to take full advantage of every feature of their new solution.



ON-DEMAND ACCESS

to the comprehensive Knowledge Base, documentation library, and video tutorials to speed resolution and information gathering.



COMPLETE SERVICE REQUEST VISIBILITY

through our Online Service Request system, which allows you to submit, view, and track requests throughout troubleshooting stages.



LATEST SOFTWARE RELEASES

for both enhanced features and important fixes to address your evolving business needs.



SECURE REMOTE MONITORING AND REPAIR

through Quantum’s available StorageCare Guardian service. Expedite communication and diagnosis with a secure link to Quantum.



TIMELY PARTS DELIVERY

matched to your solution requirements. The Quantum Global Services team maintains an integrated planning system that links spare component inventory in a global database to ensure that required parts are readily available when you need them.



VISION SOFTWARE SUPPORT

included as part of your support plan if you purchase our advanced Vision software for at-a-glance status and global device management providing around-the-clock visibility through mobile devices or a web-based console.

Technology aside, the main benefit to Serco of partnering with Quantum is the quality of the support. The entire team—sales, support, service—are highly professional and proactive. That lasts long after the price is forgotten.

- Mark Owen,
Senior Infrastructure Consultant,
Serco

I’ve worked with most of the major storage companies for about 10 years and I knew who to go to... With Quantum, I know that if I pick up the phone, there’s somebody on the other end who is going to do something about it, and they’re going to do it now.

- Jamie Peebles,
Vice President of Engineering,
RLTV

The people in the field bent over backwards to help us. They seemed to really care about our problems, they went to bat for us and they made sure it worked the way it was supposed to. I'm quite happy with the system—it's made my life easier, and it's been rock solid for the past year. If I had to buy another one tomorrow, I wouldn't hesitate.

- Manny Poulos,
LAN Support Technician,
BWD Group LLC

SUPPORT PLAN OPTIONS

COST-EFFECTIVE ESSENTIAL SUPPORT – STORAGECARE BRONZE

Bronze delivers support essentials during business hours, including access to skilled technical support, next-business-day delivery of replacement parts, and installation of non-customer replaceable components to ensure trouble-free problem resolution.

AROUND-THE-CLOCK BUSINESS SUPPORT – STORAGECARE NBD GOLD

NBD Gold offers around-the-clock support for busy operations, quickly getting your systems back up and running. NBD Gold includes 24x7 technical assistance, proactive remote monitoring, next-business-day parts delivery, installation of non-customer replaceable components, and provisional loaner systems in times of disaster.

MISSION-CRITICAL PREMIUM SUPPORT – STORAGECARE GOLD

Critical IT environments are always on: nights, weekends, and holidays. This support plan provides mission-critical support for fastest resolution, including 24x7 technical assistance, proactive remote monitoring and resolution, priority onsite critical issue response, 24x7 delivery and installation of all replacement parts.

	BRONZE Business Hours Essentials	NBD GOLD 24x7 Response	GOLD Mission-Critical IT
Global telephone support	9x5	24x7	24x7
24x7 access to online support tools	✓	✓	✓
Proactive remote monitoring		✓	✓
Parts delivery ¹	NBD	NBD	24x7
Onsite parts replacement ^{1,2}	NBD	NBD	24x7
Latest software and firmware updates	✓	✓	✓
Product training	✓	✓	✓
Provisional Loaner ³		✓	✓
Service Level Objectives (SLO) ⁴			
Call-Back Response Target	2 business hours	60 minutes	30 minutes for critical 60 minutes all others
Parts Delivery Target *after problem determination	NBD	NBD	4 hours for critical 8 hours for major 12 hrs for minor
Onsite Support Target *after problem determination	9x5 NBD (excluding weekends, evenings, and holidays)	9x5 NBD (excluding weekends, evenings, and holidays)	24x7 support (4 hours for critical, 8 hours for major, 12 hours for minor)

¹ See Parts Delivery Target and Onsite Support Target for details on service level objectives.

² Bronze and NBD Gold plans include installation of non-customer replaceable units (non-CRU) only. Gold plan includes installation of CRUs.

³ Provisional loaner equipment available to maintain production environments in the event of a jointly agreed upon customer outage; configuration determined by Quantum.

⁴ See Terms and Conditions for Severity definitions.

ADDITIONAL OPTIONS



Quantum's StorageCare Global Services also offer a number of additional options that allow you to customize your support and integration plan to achieve just the right amount of coverage.

STORAGECARE PLATINUM SUPPORT

Your business and service needs are unique, and sometimes a plan tailored to your specific SLAs is required. Quantum will work with you to develop the coverage you need, including 24x7 onsite support, two-hour target response time, priority call handling, onsite spares, and more. Contact us for information.

INSTALLATION OF CUSTOMER REPLACEABLE COMPONENTS

Available for customers with unstaffed sites or those needing additional assistance, Quantum offers professional installation of all parts as an add-on to Bronze and NBD Gold plans.

NON-RETURNABLE DISK SERVICE

Keep failed disk drives with sensitive data in your own secure facility.

IMPLEMENTATION PROJECT MANAGEMENT

Complex environments spanning multiple Quantum products, multiple vendors, and different locations often require additional coordination around installation and integration. Let Quantum's highly experienced Implementation Managers build and manage a plan that meets your unique requirements.

CONSULTING SERVICES

Our team of experts are armed with industry best practices, backup application expertise, and performance optimization tips, and stand ready to collaborate on a plan to help integrate your new solution into your existing data protection environment.

STRATEGIC ACCOUNT MANAGEMENT

When extra support or escalation is needed, a single knowledgeable advocate and trusted advisor that's intimately familiar with your environment, requirements, and business or technical objectives can be invaluable. Strategic account managers proactively monitor system and service trends, coordinate cross-functional service team members on your behalf, facilitate joint service reviews, and more—all designed to ensure your business continuity.

TRAINING SERVICES

Beyond the Essential Training that comes with the purchase of your support plan, Quantum offers additional instruction and guidance, including online, virtual, and classroom courses designed to accelerate the adoption of your Quantum solutions and help drive higher efficiency and productivity.



To learn more about Quantum StorageCare, please visit
www.quantum.com/serviceandsupport

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