

DATASHEET

NetApp SupportEdge Services portfolio for cloud



**Get the most from your NetApp
cloud solution through predictive,
proactive support.**

**Gain the cloud expertise you need to simplify your
hybrid cloud journey**

NetApp® SupportEdge cloud services allow you to accelerate your cloud journey and move from cloud adoption to cloud success and innovation. Take your cloud experience to the next level, knowing that NetApp cloud support services are part of your strategy to gain greater advantages from your cloud environment. With NetApp cloud support services, you can have peace of mind through actionable proactive analytics with predictive specialized cloud support to help you optimize the efficiency, security, performance, and availability of your NetApp cloud infrastructure.

Getting to the cloud is just the first step. Once you're there, you need to be able to sustain maximum performance and availability while keeping costs low by not overprovisioning your cloud storage. When you have a question or a problem, you need immediate help to improve efficiency and uptime. When you're covered by NetApp cloud support services offerings, you have access to digital and technical support to help you how and when you need it. Support service options include SupportEdge Base Support for cloud and SupportEdge Advisor for cloud. For complete details and features included with each SupportEdge services offering, see the [NetApp support services descriptions](#) page.



SupportEdge Base Support for cloud

Keep your NetApp cloud solution up and running with Base Support. For non-mission-critical cloud environments, this cost-effective support level gives you access to tools and technical support cloud specialists as part of your cloud software subscription. It delivers the base-level support you need without additional cost. The cost of SupportEdge Base Support for cloud is included in your cloud product purchase.

At your own pace, you can take advantage of ongoing access to our essential digital support tools, Knowledge Base, product documentation, technical information, and community forums that connect you with experts anytime, anywhere to help advance your NetApp cloud experience. Additionally, software updates for some subscriptions can be automatically administered by NetApp so you're always up to date, with no downtime or effort on your part.

For Cloud Volumes ONTAP® customers, Base Support for cloud provides access to the industry-leading advanced predictive intelligence of NetApp Active IQ®. Through continuous monitoring of your NetApp system, Active IQ can automatically identify problems before they affect your business. This proactive approach helps increase uptime and availability in your NetApp environment.

Key benefits

- Gain the level of cloud support you need to meet your production and development workload availability requirements.
- Get help faster with access to cloud specialists, digital support tools, and the cloud community.
- Boost the security, performance, availability, and efficiency of your cloud applications with NetApp Active IQ analytics to take proactive, preventive action and avoid costly downtime.
- Accelerate issue resolution with NetApp co-ownership of multivendor cloud issues, saving your staff valuable cycles and gaining time for innovation.

If an issue does arise, you can rely on our 24/7 digital support to provide the answers and information that you need, quickly and accurately. You also have access to NetApp cloud support experts to help you speed time to resolution with a 2-hour response objective for priority 1 impact issues.



SupportEdge Advisor for cloud

NetApp SupportEdge Advisor for cloud helps keep mission-critical cloud workloads operating with a premium level of comprehensive support for NetApp cloud solutions. It provides you access to more complete and in-depth cloud support resources than Base Support for cloud offers.

Advisor for cloud helps ensure end-to-end predictive support to deliver increased efficiency and optimization of your NetApp cloud solution to accelerate time to achieving your business outcomes.

For Cloud Volumes ONTAP customers, Advisor for cloud provides best-in-class Active IQ and AIOps capabilities to gain the most value from your cloud ecosystem. This advanced cloud support tier offers a smarter cloud experience through proactive issue identification and resolution, preemptive insights and actions, and prioritized technical support access. Customers can manage risks and avoid problems before they occur through actionable intelligence based on Active IQ predictive analytics and machine learning algorithms that proactively detect issues. Advisor for cloud also helps improve cloud environment uptime and efficiencies through recommendations derived by system health and configuration analyses. Prepare for the future and changing requirements by forecasting capacity needs from insights into historical usage and trending.

The combination of live, cloud, and digital resources delivers the comprehensive support you need to

keep your cloud environments safe and help achieve your business operation objectives. Cloud customers receive priority 24/7 global response, 24/7 digital support tools, and direct access to NetApp cloud experts through telephone support. You also gain the advantage of our multivendor cooperative support that includes technology vendors, cloud vendors, and hyperscalers, giving you an entire team of cloud support experts working to resolve issues quickly.

SupportEdge Advisor for cloud helps enhance your overall cloud ecosystem health and is always available when and where you need it. With this level of predictive, proactive support you have the edge to optimize your business outcomes with your NetApp cloud solution and be confident that your cloud journey is smooth to reap the greatest benefits.

Table 1 compares the SupportEdge services for cloud.¹

| Feature | Base Support for cloud | Advisor for cloud | |
|---|--|---|---|
| NetApp products supported | All NetApp cloud products | Cloud Insights | Cloud Volumes ONTAP |
| Case management | | | |
| Expedite issue resolution with 24/7 case submission. | Included | Included | Included |
| Get timely response to remote case submissions with priority-based target response objectives. | <ul style="list-style-type: none"> • Priority 1: 2 hours • Priority 2: 4 hours • Priority 3 or 4: Next business day | <ul style="list-style-type: none"> • Priority 1: 30 minutes • Priority 2: 2 hours • Priority 3 or 4: Next business day | <ul style="list-style-type: none"> • Priority 1: 30 minutes • Priority 2: 2 hours • Priority 3 or 4: Next business day |
| Resolve issues faster by speaking directly to a NetApp technical support engineer by phone, especially for P1 issues. | | Included | Included |
| Get help faster with direct access to cloud specialists. | | Included | Included |
| Streamline resolution with NetApp support and assistance for multivendor issues. | | Included | Included |

Table 1: SupportEdge services for cloud key features.

| Feature | Base Support for cloud | Advisor for cloud | |
|---|------------------------|-------------------|----------|
| Self-service and community support | | | |
| Access various digital support solutions through the NetApp Support Site: Knowledge Base, product documentation, chat by using Elio With Watson®, peers, cloud specialists, and community forums. | Included | Included | Included |
| Get 24/7 access to how-to videos on our YouTube channel and on the NetApp TV™ streaming platform. | Included | Included | Included |
| Access to software downloads and features to keep your cloud applications running securely and efficiently with routine updates and upgrades. | Included | Included | Included |
| Proactive support | | | |
| Receive guidance for upgrades and capacity expansion. | | | Included |
| Better prepare for the future by forecasting capacity needs from insight into historical usage and trending. | | Included | Included |
| Gain insight into potential infrastructure issues with continuous monitoring and scheduled reporting. | | | Included |
| Address potential issues before they become problems through automated risk analysis and remediation guidance. | | Included | Included |
| Maintain optimized performance and availability with configuration comparisons, health checks, and best practices information. | | | Included |

Table 1: SupportEdge services for cloud key features (continued).

1. Support Capabilities of products and features of Base Support for cloud and Advisor for cloud will vary by cloud product. Consult product documentation for more information. Customers are responsible for having active support agreements with the vendors/cloud providers and managing necessary interactions to resolve multivendor issues



Get started today

To learn more about NetApp SupportEdge services for cloud, contact your local NetApp representative or Professional Services Certified Partner.

About NetApp

In a world full of generalists, NetApp is a specialist. We're focused on one thing, helping your business get the most out of your data. NetApp brings the enterprise-grade data services you rely on into the cloud, and the simple flexibility of cloud into the data center. Our industry-leading solutions work across diverse customer environments and the world's biggest public clouds.

As a cloud-led, data-centric software company, only NetApp can help build your unique data fabric, simplify and connect your cloud, and securely deliver the right data, services and applications to the right people—anytime, anywhere. www.netapp.com



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