

DATASHEET

NetApp SupportEdge Services portfolio



Smarter support that delivers a personalized proactive, predictive experience across your NetApp hybrid cloud.

Upgrade to robust, personalized support for your hybrid cloud platform

Take your support experience to the next level with NetApp® SupportEdge Services. Actionable proactive analytics and predictive support and full-stack visibility, delivered by NetApp Active IQ® Digital Advisor, help you optimize the efficiency, security, performance, and availability of your NetApp data infrastructure.

Personalized support and expedited access to global technical experts give you the right support whenever and wherever you need it. Simplified, intuitive packaging options for hardware and software make it easier to choose the right support level for your business, and flat and predictable pricing¹ help you control costs across the lifecycle of your NetApp solution.

Bring more value to your NetApp hybrid cloud solution with full-stack visibility

NetApp SupportEdge Advisor and SupportEdge Expert offer full-stack visibility across your entire storage ecosystem and beyond, helping your staff to:

- Quickly pinpoint issues with consolidated problem alerts and monitoring and analysis.
- Simplify troubleshooting by mapping storage to compute for more targeted troubleshooting and problem solving across on-premises and cloud environments.
- Reduce complexity and free up IT staff by eliminating the need to manage multiple tools and license separate products to accomplish a full-stack view.

Select from value-added tiers to meet specific business needs

Our service tiers are designed to meet your exact needs—from basic hardware and software support to comprehensive, proactive, personalized support through NetApp technical experts and our digital support tools.

- SupportEdge Basic. Delivers base-level support to keep your systems secure and running. Includes access to all classic Active IQ capabilities as well as rapid parts delivery and the option to upgrade to onsite parts replacement.
- SupportEdge Advisor. Includes all the features of SupportEdge Basic with faster target response times. Includes Digital Advisor capabilities delivered through advanced Active IQ AIOps features such

Key benefits

- Enhanced efficiency, availability, performance, and security through proactive and predictive support
- Full-stack visibility, across your hybrid cloud platform, in a single service contract
- Value-added support options to meet specific technical needs
- Simplified engagement with single-package support for hardware and software
- Improved cost management with flat and predictable renewal pricing¹

as automated risk remediation, Active IQ digital digest, nondisruptive firmware upgrades, and digitized health checks. This tier also offers access to rapid parts delivery and replacement to keep your environment running at peak performance. SupportEdge Advisor provides the detailed information you need to help your technical staff run their business efficiently and confidently.

- SupportEdge Expert. Expands the features of SupportEdge Advisor to deliver faster delivery and onsite installation of replacement parts. Offers advanced proactive, personalized support delivered by NetApp Support account managers to derive more value from your solutions. Includes direct routing to level 2 support for software issues as well as managed upgrade services and periodic system health reviews performed remotely by NetApp professionals. The SupportEdge Expert solution can help you to supplement your resources and technical expertise for mission-critical applications.
- SupportEdge Protect for Government. An add-on component to either SupportEdge Advisor or SupportEdge Expert to meet the needs of U.S. government organizations. Delivers advanced support while providing flexibility to meet demanding security requirements.

¹ NetApp offers flat and predictable pricing only for the party purchasing directly from NetApp, whether that is the end customer, distributor, or reseller partner. Flat and predictable pricing(i) is subject to increases for annual inflation (as measured by the Producer Price Index); (ii) does not include replicating any one-time promotional discounts or deal discounts upon renewal; (iii) third-party branded products that NetApp supports may be subject to additional passthrough increases imposed by third-party vendors.

Feature	SupportEdge Basic	SupportEdge Advisor	SupportEdge Expert	Value
Core support metrics				
Replacement parts delivery target	Next business day; option to upgrade to 4 hours	Next business day; option to upgrade to 4 hours	4 hours	Enables IT staff to get back to business quickly
Onsite parts replacement	Optional upgrade available	Optional upgrade available	Included	Reduces burden on IT staff by making sure that repairs are done right the first time
Target response objective for remote technical support	Priority 1: 2 hours	Priority 1: 30 minutes	Priority 1: 30 minutes	Gets environment up and running faster, when downtime is simply not an option
Access to remote hardware technical support	24/7	24/7	24/7	Delivers rapid, 24/7/365 response any time an incident happens
Included services				
Access to all patches and features with Software Support Plan	Included	Included	Included	Keeps applications secure, up to date, and running efficiently with routine software updates
24/7 chat support using Elio with Watson virtual support assistant for routing to live representatives	Included	Included	Included	Provides 24/7/365 access to support information with NetApp's award-winning digital support
Personalized support services	Not available	Not available	<ul style="list-style-type: none"> • Lifecycle management reports • Installed-base management assistance • Support metrics reporting • P1 end-to-end case and escalation management 	<p>Assigns a support account manager who:</p> <ul style="list-style-type: none"> • Assists interpretation and management of the preventive and proactive support features • Acts as a single point of contact for access into everything NetApp

Table 1) New NetApp SupportEdge offerings deliver the support you need whenever, wherever, and however you need it.

Feature	SupportEdge Basic	SupportEdge Advisor	SupportEdge Expert	Value
Included services				
Active IQ and Active IQ Digital Advisor ²	Access to all Active IQ classic capabilities: <ul style="list-style-type: none"> • Telemetry data from thousands of systems daily • Proactive analytics and machine learning 	Access to full Active IQ Digital Advisor capabilities with: <ul style="list-style-type: none"> • Predictive AIOps capabilities, including API access • Automated risk remediation • Digital digest • Nondisruptive firmware upgrades^{3,4} • Digitized health checks 	Access to full Active IQ Digital Advisor capabilities with: <ul style="list-style-type: none"> • Predictive AIOps capabilities, including API access • Automated risk remediation • Digital digest • Nondisruptive firmware upgrades^{3,4} • Digitized health checks 	Simplifies storage operations and helps to maintain an efficient and secure environment with insight and actionable intelligence to uncover risks and enhance system health Improves uptime, performance, and efficiency with simple, easy-to-use AIOps automation features (available with Advisor and Expert)
Cloud Insights integration	Not available	Full-stack topology view via Active IQ and Cloud Insights	Full-stack topology view via Active IQ and Cloud Insights	Simplifies troubleshooting by mapping storage to compute for more targeted analysis and problem solving across on-premises and cloud environments
Proactive parts replacement (via Active IQ autogenerated cases ⁵)	Included	Included	Included	Reduces burden on IT staff by continually monitoring environment for issues and proactively ordering parts
Direct routing and priority queueing to level 2 support for software issues	Not available	Not available	Included	Automatically routes software-based issues to a higher-level support team for rapid expert response

Table 1) New NetApp SupportEdge offerings deliver the support you need whenever, wherever, and however you need it (continued).

² Active IQ and Active IQ Digital Advisor require AutoSupport® to be turned on.

³ Capabilities can vary by product.

⁴ Nondisruptive firmware upgrades use Ansible playbooks for ONTAP drives and shelves.

⁵ Requires AutoSupport telemetry data.

Feature	SupportEdge Basic	SupportEdge Advisor	SupportEdge Expert	Value
Included services				
NetApp Unified/ Cooperative Support	Not available	Included	Included	Proactively works with third-party equipment vendors to troubleshoot and remedy issues in heterogenous environments
On-site support and troubleshooting ⁶	Not available	Included	Included	Quickly dispatches authorized technician to customer's location when remote troubleshooting cannot identify a problem
Periodic system health reviews	Not available	Not available	Included	Facilitates more accurate next-step decision making with expert analysis of all items uncovered through automated system health checks
Remedial software upgrades	Not available	Included	Included	Enables easy access to the latest updates and bug fixes; provides routine issue fixes and simple updates through a technical support engineer
Managed Upgrade Service	Not available	Not available	Included	Keeps an ONTAP [®] environment running smoothly and efficiently with an assigned project manager and software engineer to perform complex ONTAP upgrades

Table 1) New NetApp SupportEdge offerings deliver the support you need whenever, wherever, and however you need it (continued).

⁶ NetApp sends authorized engineers to the installation location to work on the problem after NetApp has isolated the problem and deemed on-site support necessary.



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

Get started today

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



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