



## Services Datasheet

# SupportEdge Advisor

Keep your systems secure and running with predictive, proactive support

### Key Benefits

#### Simplified Support Offering

- Get hardware, software, and operating system support in a single package.
- Manage costs with flat and predictable renewal pricing<sup>1</sup>.

#### Optimized Efficiency and Operation of Your NetApp Solutions

- Boost the security, performance, availability, and efficiency of your infrastructure with new NetApp® Active IQ® capabilities.

#### Meet Your Availability Requirements

- Upgrade your service to include next-business-day on-site parts replacement, 4-hour parts delivery, or 4-hour parts replacement.

Get the support you need to keep your NetApp systems secure and running with NetApp SupportEdge Advisor. This comprehensive service offers predictive, proactive support to help you get the most value from your NetApp solution.

#### Simplified Support

SupportEdge Advisor combines hardware, software, and operating system support in a single package, making it easier to keep your entire solution up and running at peak performance. For simpler and more effective budget planning, SupportEdge Advisor offers flat and predictable pricing across the lifecycle of your NetApp solution.

#### Optimized Efficiency and Operation of Your NetApp Solutions

With SupportEdge Advisor, you have access to the full suite of new Active IQ digital advisor capabilities. Using machine learning and artificial intelligence (AI), the AI for IT operations (AIOps) capabilities in digital advisor continually monitor your systems and provide actionable intelligence. This information enables you to boost the security, performance, availability, and efficiency of your NetApp infrastructure. New digital advisor capabilities include:

- Automated risk remediation
- Active IQ digital digest (for scheduled and on-demand next-best-action reports)
- Nondisruptive firmware upgrades
- Digitized health checks

#### Meet Your Availability Requirements

To maintain continuous operations, SupportEdge Advisor offers next-business-day parts delivery. If you require expedited delivery or on-site parts replacement by NetApp professionals, you have the option to upgrade your service to include next-business-day on-site parts replacement, 4-hour parts delivery, or 4-hour parts replacement.

FEATURE	DETAILS
<b>Core support metrics</b>	
Replacement parts delivery target	Next business day; option to upgrade to 4 hours
On-site parts replacement	Optional upgrade available
Target response objective for remote technical support	Priority 1: 30 minutes Priority 2: 2 hours Priority 3: 8 hours Priority 4: 24 hours
Access to remote hardware technical support	24/7
<b>Included services</b>	
Software support with access to all patches and features	Included
NetApp Support site with 24/7 chat support using Elio With Watson® routing to live representatives	Included
Active IQ <sup>2</sup>	Access to the full suite of Active IQ digital advisor features with predictive AIOps capabilities including API access, automated risk remediation, Active IQ digital digest, nondisruptive firmware upgrades <sup>3</sup> , and digitized health checks <sup>4</sup> .
Proactive parts replacement (through Active IQ automatically generated cases <sup>5</sup> )	Included
NetApp Unified/Cooperative Support	Included
On-site support and troubleshooting <sup>6</sup>	Included
Remedial software upgrades	Included

**Table 1) SupportEdge Advisor delivers the support you need whenever, wherever, and however you need it.**

2. Requires AutoSupport\* to be turned on.

3. Nondisruptive firmware upgrades planned for May 2020.

4. Capabilities can vary by product.

5. Requires AutoSupport telemetry data.

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.

FEATURE	DETAILS
Additional services (option to purchase)	
Storage system deployment	
Non-Returnable Disk Plus Service	
NetApp Solution Support for FlexPod	
SupportEdge Protect for Government	A separate add-on service designed specifically to meet the needs of U.S. government organizations. It provides advanced support delivered by U.S. citizens with appropriate security clearances on U.S. soil. On-site support is delivered by field technicians who have appropriate access clearance. Includes all the core support metrics and features of SupportEdge Advisor.

**Table 1 Cont.) SupportEdge Advisor delivers the support you need whenever, wherever, and however you need it.**

### Get Started Today

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

### About NetApp

NetApp is the data authority for hybrid cloud. We provide a full range of hybrid cloud data services that simplify management of applications and data across cloud and on-premises environments to accelerate digital transformation. Together with our partners, we empower global organizations to unleash the full potential of their data to expand customer touchpoints, foster greater innovation and optimize their operations. For more information, visit [www.netapp.com](http://www.netapp.com). #DataDriven