



Services Datasheet

SupportEdge Expert

Maximize value from your NetApp solutions with predictive, proactive, and personalized support

Key Benefits

Enhanced Support Experience

- Enjoy personalized support services such as managed software upgrades and periodic system health reviews.
- Accelerate resolution with direct routing to level 2 support and priority queueing.

Simplified Support Offering

- Get hardware, software, and operating system support in a single package.
- Manage costs with flat and predictable renewal pricing¹.

Optimized Efficiency and Operation of Your NetApp Solutions

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

Get the most value from your NetApp solutions with NetApp SupportEdge Expert. Our highest level of technical support, SupportEdge Expert delivers a superior customer experience with personalized help from NetApp technical experts and access to our always-available digital support tools.

Enhanced Support Experience

SupportEdge Expert gives you the highest level of support and further enhances your NetApp experience with advanced, proactive, personalized support services such as managed software upgrades and periodic system health reviews performed remotely by NetApp professionals. With SupportEdge Expert, issue resolution is accelerated with direct routing to level 2 support and expedited access to NetApp global support experts.

Simplified Support

SupportEdge Expert combines hardware, software, and operating system support into 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 Expert offers flat and predictable pricing across the lifecycle of your NetApp solution.

Optimized Efficiency and Operation of Your NetApp Solutions

With SupportEdge Expert, 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

To maintain continuous operations, you also have access to 4-hour parts delivery and on-site installation of replacement parts.

FEATURE	DETAILS
Core support metrics	
Replacement parts delivery target	4 hours
On-site parts replacement	Included
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
Included services	
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 ²	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 ³ , and digitized health checks ⁴ .
Proactive parts replacement (through Active IQ automatically generated cases ⁵)	Included
NetApp Unified/Cooperative Support	Included
On-site support and troubleshooting ⁶	Included
Periodic system health reviews	Included; On demand, performed up to 4 times per year
Remedial software upgrades	Included
Managed Upgrade Service	Included; On demand, performed up to 2 times per year

Table 1) SupportEdge Expert 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 Expert.

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

Get Started Today

To learn more about SupportEdge Expert, and how to elevate your customer experience, 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. #DataDriven