

SERVICE DESCRIPTION

SupportEdge Expert



The following chart lists the support features of NetApp® SupportEdge Expert provided under the NetApp Support Services terms.¹

Support feature	Description	Entitlement details for SupportEdge Expert
Remote technical support	Customer may contact NetApp by telephone or web on a 24/7/365 basis to report an issue.	Included with priority queueing and direct routing to level 2 support experts for software issues.
Target response objective for remote technical support	NetApp Technical Support Center provides response by remote means.	Initial technical response objective from time of customer contact, based on priority level and availability of local language support. ² <ul style="list-style-type: none"> • Priority 1: 30 minutes; on a 24/7 basis • Priority 2: 2 hours; on a 24/7 basis • Priority 3: Next business day • Priority 4: Next business day
Replacement parts delivery target	NetApp delivers replacement parts within the target response objective.	Next business day; option to upgrade to 2 or 4 hour delivery. ^{3, 4} <p>Note: Replacement parts will be shipped to customer locations for next local business day arrival. Local shipment cutoff times, customs, or other logistics factors such as size and weight may affect target response objective.</p>
Replacement parts installation	NetApp delivers replacement parts within the target response objective.	Not included. <ul style="list-style-type: none"> Option to upgrade to next-business-day, 2-hour or 4-hour parts replacement by NetApp is available.⁵
On-site support and troubleshooting	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.	Included.
Software support	Provides access to all patches and features.	Included for NetApp software purchased.
Managed Upgrade Service	NetApp professionals assist with installation of software updates.	Included; By request, performed up to 2 times per year.
Periodic system health reviews	NetApp experts perform remote health assessments.	Included; By request, performed up to 4 times per year.
Remedial software upgrades	NetApp provides software upgrades to address known issues.	Included. ⁶

Support feature	Description	Entitlement details for SupportEdge Expert
Support Account Manager	Every SupportEdge Expert customer will be assigned a Support Account Manager who will facilitate a personalized support experience, manage upgrade and health check requests, and develop a strong relationship with customers geared toward their long term success.	Included.
Lifecycle management reports	NetApp professionals will produce a series of reports that include overall wellness (security, capacity, and configurations), best practices and recommendations as it applies to a customer's installed base, support contract data, and refresh opportunities.	Included.
Installed base management assistance	Help with tracking and updating a customer's installed base of equipment. This will be performed by the customer's single point of contact using Active IQ and other monitoring tools.	Included.
SupportEdge Expert-specific support metrics reporting	Quarterly metrics are generated to support the personalized service level of SupportEdge Expert.	Included.
P1 end-to-end case and escalation management	Enhanced case handling and tracking within our support centers is facilitated by the Single Point of Contact to ensure P1 cases are handled expediently.	Included.
Access to NetApp Active IQ®	Helps maximize availability and optimize performance across the data fabric with AI-powered analytics.	Included with access to the full suite of Active IQ digital advisor features with predictive AIOps capabilities, including: <ul style="list-style-type: none"> • API access • Automated risk remediation • Active IQ digital digest • Nondisruptive firmware upgrades⁷ • Digitized health checks

Support feature	Description	Entitlement details for SupportEdge Expert
Digital support tools	Access to NetApp Support site with 24/7 chat support by using the Elio virtual assistant powered by IBM Watson® to route to live representatives.	Included.
NetApp Unified/Cooperative Support	<p>While troubleshooting a support issue related to NetApp, if NetApp determines that the problem resides with a third-party product, then, upon request, NetApp will assist the customer in opening a case with the third-party supplier, subject to any support agreement in place between the customer and the third-party supplier.</p> <p>To the extent it can, NetApp will assist the third-party supplier in its response and resolution of the customer's case. If the customer elects to open a case directly with the third-party supplier, upon request, NetApp will provide relevant case information to the third-party supplier.</p>	Included for NetApp hardware and software purchased.

- The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services terms, available at <https://www.netapp.com/how-to-buy/sales-terms-and-conditions/> ("NetApp Support Services terms"). The NetApp Support Services terms are subject to revision or modification on a prospective basis at NetApp's sole discretion without notification to customer.
- The priority levels are defined as follows. All hardware cases will be evaluated for immediate work independent of priority. P3 and P4 software cases will receive a response and worked to resolution during NetApp regional business hours. Outside NetApp regional business hours, the response objective may be delayed for P3 and P4 software cases. NetApp regional business hours are typically 9 a.m. to 5 p.m. Monday through Friday but can vary with local language requirements. See your local service representative for more details.
 - Priority 1:** NetApp node, system, or cluster is down, is unable to serve data, is in a state of frequent or repeating "panic" or "hang," or is in a state of degraded performance sufficient to prevent normal business operations. At this level, both NetApp and the customer must commit to around-the-clock action and involvement by all necessary and appropriate personnel and systems until a mutually agreeable workaround is provided and the priority level is downgraded.
 - Priority 2:** NetApp node, system, or cluster is experiencing an infrequent, isolated, or intermittent "panic" or "hang" or is in a state of degraded performance that allows business operations to continue but at an inconsistent or less than optimal rate. NetApp is committed to use all commercially reasonable efforts to provide a workaround and/or restore normal operations as quickly as possible and issues will be evaluated for immediate work based on business impact. Issues with low impact will be worked during NetApp regional business hours. High-impact issues will require active customer engagement to be worked outside regional business hours.
 - Priority 3:** NetApp node, system, or cluster is experiencing an issue, anomaly, or cosmetic defect that inflicts little or no business impact, and a viable and mutually agreeable workaround or hardware/software upgrade exists to mitigate the problem.
 - Priority 4:** Normal customer requests for information regarding the installation, configuration, use, and maintenance of your NetApp equipment are made. This includes administrative inquiries and Return Material Authorization information. There is no impact on customer's production systems or business operations.
- Response time availability is based on the installation location of the NetApp equipment. The target response time clock begins after NetApp's triage of the issue.
- When the NetApp solution contains third-party products, some of the components might not have the same target response time for delivery and part installation. Consult product documentation for further details.
- Time to install part will vary by part complexity and access to equipment. For customers that need the target technical response but want only parts delivery to do self-replacement to meet their data center requirements and support infrastructure, the customer may opt out of having NetApp install parts. Available options include opt-out for disk drives only or for all components. Additionally, there are other preferences that can be set either by NetApp or the customer and changed to accommodate requirements. One preference is an option to consolidate delivery of disk drives to normal business hours next business day. Details are in the [NetApp Support site](#) guides.
- The customer is responsible for installing all software on NetApp equipment, and this feature is limited to system software for which software is identified as the remedy for an issue on the system.
- Nondisruptive firmware upgrades use Ansible playbooks for ONTAP drives and shelves.

