



Datasheet

NetApp Software Support Plan

Get the most value from your NetApp solution by optimizing your software performance and availability

Key Benefits

Maximize Availability

- Reduce business risk by relying on NetApp experts and technology to quickly resolve any software issues.
- Proactively respond to software issues that are automatically detected by NetApp® Active IQ® monitoring.
- Use NetApp's 24/7 omnichannel digital support to quickly and accurately get the information that you need, when you need it.

Optimize Performance

- Access best practices for software implementation and usage.
- Keep your software running smoothly with access to software maintenance and to release updates with new features to help you meet your changing business requirements.

Accelerate Return on Investment

- Achieve return on investment (ROI) more quickly by enabling your software to run at peak performance to deliver the benefits that it promises.

The Challenge

The heart of your NetApp solution is the software that you depend on to manage, move, and monitor your systems and data. Proper installation, use, and maintenance of your NetApp software is key to maximizing availability in your environment and enabling your NetApp solution to deliver the benefits that you expect.

The Solution

Optimize the availability and performance of your NetApp software with the NetApp Software Support Plan. From installation and setup to operation and maintenance, NetApp provides comprehensive support whenever, wherever, and however you need it through web ticketing and live phone and chat channels.

The Software Support Plan provides 24/7 remote access to NetApp technical experts who can help guide you through the installation and setup process, interpret software errors, and isolate system problems in your software ecosystem. The service also offers access to enhancements, patches, and bug fixes so that your NetApp software or cloud service is up to date and can run at peak performance.

To help keep your software environment up and running, NetApp Active IQ remote support tools help proactively identify issues and alert you when upgrades and patches are available. With front-to-back management of the health and performance of NetApp systems and software, Active IQ includes predictive analysis that identifies your susceptibility to known bugs and issues that are actionable. Active IQ provides not only notifications, but also actionable recommendations.

The NetApp Support site gives you access to comprehensive documentation and a knowledge base that offer additional support pathways and provide best practices for implementing and for using your NetApp software or cloud service. If you have questions about your software or cloud service, our 24/7 omnichannel digital support can give you answers instantly, through the device and browser of your choice.

FEATURE	DESCRIPTION	BENEFITS
24/7 remote technical support	Includes interpreting software system errors and help with isolating issues within the software ecosystem	Maximizes availability
24/7 remote technical support for installation or setup issues ¹	Answers installation or setup questions, including how-to, first steps, and prerequisites	Accelerates time to production
Software updates	Provides access to software maintenance (patches and bug fixes) to resolve issues that have occurred in the installed base	Proactively prevents impact from known problems to maintain availability and business continuity
Software upgrades	Includes general-availability minor and major release updates that provide new features and enhancements	Delivers increased value to your NetApp software to address your changing business requirements
NetApp Support site	Offers comprehensive documentation and a knowledge base with best practices for software usage and implementation. Documentation for cloud services is located at cloud.netapp.com .	Helps you get the most value from your NetApp software
Active IQ remote support tools ²	Monitors your software environment and automatically identifies issues before they affect your business	Maximizes availability and optimizes performance with actionable information
24/7 omnichannel digital support, including Elio With IBM Watson®	<ul style="list-style-type: none"> Delivers instant answers to questions, using the device and browser of your choice Uses cognitive computing technology to enable Elio to analyze unstructured data by using natural language processing for more accurate answers 	Speeds time to resolution

Table 1) NetApp Software Support Plan features and benefits.

The Software Support Plan provides comprehensive support for NetApp based operating systems and any optional NetApp premium software that you use for data management, including:

- NetApp ONTAP® software and NetApp ONTAP Select
- NetApp SANtricity® software
- NetApp Element® software for H-Series non-HCI systems (NetApp SolidFire®)
- NetApp Converged and H-Series NetApp HCI systems
- NetApp OnCommand® Insight
- NetApp StorageGRID® object-based storage solution
- NetApp Cloud Backup (formerly NetApp AltaVault™)
- NetApp Converged Systems Advisor
- NetApp cloud and hybrid cloud products, including Cloud Volumes Service for AWS, Cloud Volumes ONTAP for AWS, Cloud Volumes ONTAP for Azure, Trident, Cloud Insights, Cloud Sync, SaaS Backup (formerly Cloud Control), Cloud Backup Service, and other cloud management applications

The Software Support Plan is included in all NetApp hardware SupportEdge plans. It also is available for standalone and value-add NetApp software products. Table 1 describes the features and benefits of the Software Support Plan.

For some software products, there is a secure Software Support Plan option for U.S. government entities where remote technical support is provided by U.S. citizens only.

See the [service descriptions](#) for full details about all NetApp support services and software support.

1. The customer is responsible for installing all software regardless of hardware or software entitlement.
2. Active IQ remote tools and omnichannel support might vary by software product. For more details and availability, consult the product documentation.

Additional Support Services

Customize your level of support to match your business strategy and IT requirements with the following:

- NetApp [SupportEdge Premium](#) and [SupportEdge Standard](#) services provide 24/7 comprehensive issue resolution, industry-leading predictive intelligence, and omnichannel digital support to enable nondisruptive operations in your business-critical environments.
- The NetApp [Support account manager](#) focuses on your account and works closely with your IT team on the proactive and reactive support of your NetApp infrastructure.
- NetApp [Residency Services](#) provide skilled resources so that you can get the full benefit of your NetApp storage solution and data management technologies.

Get Started Today

To learn more about the Software Support Plan, contact your local NetApp representative or 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