

NETAPP SOLUTION SUPPORT FOR AUTOMATION

This Service Description is by and between NetApp (“NetApp”) and customer as identified in NetApp’s quote (“Customer”). In the absence of an effective written agreement between the parties, expressly governing these services, this service is governed by the standard [NetApp Support and Professional Services terms](#) as of the sales quotation date, which are incorporated herein by reference.

NetApp® Solution Support for Automation helps make sure that your new NetApp storage environment continues to deliver the expected efficiencies for your applications.

NetApp Solution Support for Automation

With the NetApp Solution Support for Automation, NetApp delivers ongoing support for the data management automation tool; break/fix support and updates to the tool as its features and functionality evolve. NetApp Solution Support for Automation can be purchased for a period of up to 5 years and allows for renewal.

Key benefits

The NetApp Solution Support for Automation contract provides peace of mind, knowing that NetApp is fully aware of how the Data Infrastructure Automation is configured. Our multichannel support contact further enhances this sense of security.

Service delivery

The NetApp Solution Support for Automation starts with the onboarding of your assigned personnel. The NetApp Service Delivery Manager is your primary contact for all communications with NetApp.

The NetApp Solution Support for Automation is delivered in two phases:

- Onboarding. The NetApp Service Delivery Manager will explain the omni channel capabilities for issuing a ticket. The SDM will also make sure that the interaction with NetApp follows your operational procedures relating to access, security, safety etc.
- Solution support. The solution support is the actual solutioning of your issue. A NetApp Professional will be assigned to work on your issue and help you to resolve the issue at the earliest possible timeframe. Part of the solution support also is the proactive regression tests for situations that are known to change, like an upgrade of the ONTAP version. NetApp will inform customers of any changes required to safely upgrade the ONTAP version.

Service scope

Onboarding

- NetApp's Service Delivery Management Function ("NetApp SDM") will be provided during this service and will be the primary contact for the communications between the Customer and NetApp.
- Other NetApp SDM responsibilities include:
 - Work with Customer to explain the omni channel capabilities for creating NetApp Solution Support for Automation support tickets during the Schedule of Performance.
 - Assure NetApp's adherence to Customer standards and procedures if agreed, including Customer Site operational procedures relating to access, security, safety and environmental management, including escalation points of contact within Customer's organization.
 - Conduct a quarterly operational meeting with Customer as necessary.
 - Point of escalation for all critical incidents.

Solution support

- NetApp will electronically confirm the receipt of any NetApp Solution Support for Automation tickets logged by Customer.
- NetApp will provide ongoing testing and validation of the NetApp Data Infrastructure Automation Service to ensure functionality in the case of ONTAP release changes or other dependent software included in the deployed NetApp Data Infrastructure Automation Service automation modules.
- NetApp will inform the Customer of any related updates based on NetApp internal testing, troubleshooting/break fix, and updated collections or deployed NetApp Data Infrastructure Automation Service automation modules.
- NetApp will provide troubleshooting help and support for the as deployed NetApp Data Infrastructure Automation Service automation modules.

Project closeout

- Obtain sign-off on Certificate of Completion.

Deliverables

- Contact information for the named Service Delivery Manager.

Project-specific assumptions and customer responsibilities

- All NetApp Solution Support for Automation services will be performed remotely.
- Customer will provide adequate support to NetApp, including but not limited to remote access to Customer's environment for the duration of this service.
- NetApp Solution Support for Automation is available only when automation is obtained through the NetApp Data Infrastructure Automation Service. Both the automation and support services must be purchased together to ensure coverage.
- Customers can submit a NetApp Solution Support for Automation ticket at any time, 24/7. Solution support will be provided in a commercially reasonable effort basis during standard business hours (Monday to Friday, 9 AM to 5 PM EST), excluding US public holidays. Customer will be provided information on where to submit a NetApp Solution Support for Automation ticket during Onboarding.
- NetApp will follow up any NetApp Solution Support for Automation tickets logged by Customer with the assignment of an engineer within 24 hours or the next business day.
- Customer must have an active NetApp support agreement throughout the Schedule of Performance.
- Customer is required to maintain active support contracts during the Schedule of Performance for their third-party products.
- Customer will be responsible for maintaining automation infrastructure, software, and network connectivity required for automation modules to perform as designed.
- Customer will provide an administrator for remote support utility sessions, as required.
- Customer must maintain compatibility of interacting external systems or environments at all times.

Project exclusions/out-of-scope activities

- Hardware break/fix and warranty support is not included in this engagement.
- Ongoing optimization of performance, capacity, stability, etc. are not included.
- NetApp will only support the NetApp delivered Infrastructure and Data Management Automation.
- NetApp will not support any of the third-party platforms (e.g. VMWare, RedHat, OpenShift, Kubernetes, Ansible, etc.).
- Any modification of or to the NetApp delivered Data Infrastructure Automation by anyone other than NetApp voids this NetApp Solution Support for Automation.
- This service is excluded from Customer's standard Support agreements and is offered through NetApp Professional and Managed Services.

Fee description and payment

Before NetApp performs any services, it requires an approved purchase order from the Customer, acceptable to NetApp. NetApp will invoice when it receives the approved purchase order. Payments are nonrefundable, with no right to refund or credit. If the Customer requires additional time, a new NetApp sales quote and purchase order will be required.

Additional services

NetApp can assist in every phase of the NetApp system lifecycle. Whether customers need help planning their next-generation solution, need an extra set of hands for a major deployment, or want to optimize an existing infrastructure, NetApp service personnel have the skills to help customers start it right and keep it right. NetApp offers a complete portfolio of related services, including consulting, design, implementation, and support services.

Incorporated terms

In the absence of an effective written agreement between the parties, expressly governing these services, this service is governed by the standard [NetApp Support and Professional Services terms](#) as of the sales quotation date, which are incorporated herein by reference.



Contact Us

About NetApp

NetApp is the intelligent data infrastructure company, combining unified data storage, integrated data services, and CloudOps solutions to turn a world of disruption into opportunity for every customer. NetApp creates silo-free infrastructure, harnessing observability and AI to enable the industry's best data management. As the only enterprise-grade storage service natively embedded in the world's biggest clouds, our data storage delivers seamless flexibility. In addition, our data services create a data advantage through superior cyber resilience, governance, and application agility. Our CloudOps solutions provide continuous optimization of performance and efficiency through observability and AI. No matter the data type, workload, or environment, with NetApp you can transform your data infrastructure to realize your business possibilities. www.netapp.com

