NETAPP SOLUTION SUPPORT FOR EPIC

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 Epic helps make sure that your new NetApp storage environment continues to deliver the expected efficiencies for your Epic application.

NetApp Solution Support for Epic

With the NetApp Solution Support for Epic, 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 Epic can be purchased for a period of up to 5 years and allows for renewal.

Key benefits

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

Service delivery

The NetApp Solution Support for Epic 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 Epic 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 Epic 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 Epic tickets logged by Customer.
- NetApp will provide ongoing testing and validation of the NetApp Data Management Automation Service for Epic tool to ensure functionality in the case of ONTAP release changes or other dependent software included in the deployed NetApp Data Management Automation Service for Epic 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 Management Automation Service for Epic automation modules.
- NetApp will provide troubleshooting help and support for the deployed NetApp Data Management Automation Service for Epic 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 Epic 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 Epic is available only when automation is obtained through the NetApp Data Management Automation Service for Epic. Both the automation and support services must be purchased together to ensure coverage.
- Customer can submit a NetApp Solution Support for Epic ticket at any time, 24/7. Solution support will be provided in a commercially reasonable efforts basis, during standard business hours (Monday – Friday 9 AM to 5 PM EST), excluding US public holidays. Customer will be provided with information on where to submit a NetApp Solution Support for Epic ticket during Onboarding.
- NetApp will follow up any NetApp Solution Support for Epic 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 has purchased Epic software separately and installed Epic prior to commencement of the NetApp Data Management Automation Service for Epic.
- Customer will maintain an active support agreement with Epic software during the Schedule of Performance.
- Customer must have an active RedHat support agreement throughout the Schedule of Performance.
- 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 provided Epic Management Automation Tool.
- 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 Management Automation Tool by anyone other than NetApp voids this NetApp Solution Support for Epic.
- 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

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