SupportEdge

Meet your business requirements for application and business-critical data environments with our flexible, industry-leading support services

Key Benefits

Get 24/7 Comprehensive Issue Resolution

- Match target response times to your business needs and infrastructure requirements.
- Keep your business up and running by relying on our ability to quickly resolve incidents.
- Rely on our 24/7 omni-channel digital support to quickly and accurately provide the answers and information that you need.

Maximize Availability

- Predict and prevent problems in your environment through NetApp® Active IQ® monitoring.
- Use our innovation and processes to address risks and reduce the number and the severity of support cases.

Take the Pressure Off Your IT Staff

- Free up your IT staff so that they can focus on advancing the business instead of solving problems.
- Let NetApp experts handle everything from system installation, totroubleshooting, to replacing defective parts.

The Challenge

Every hour without access to your critical business data means lost revenue, lost productivity, and lost opportunities. Your data must be available when you need it. Although your warranty covers basic hardware problems[1], most downtime is not caused by defective hardware, and when you have a question or a problem, you need immediate help.

The Solution

Mitigate support issues and achieve superior levels of availability for your enterprise data environment with NetApp SupportEdge services. Live, cloud, and digital resources provide comprehensive support whenever, wherever, and however you need it.

SupportEdge services combine the industry-leading advanced predictive intelligence of Active IQ with 24/7 support. Active IQ can automatically identify problems before they affect your business, open cases, and even send out hardware. You can depend on NetApp SupportEdge services to increase uptime and availability, provide predictive risk analysis, and deliver advanced remote support.

NetApp's innovative, comprehensive, proactive SupportEdge services help reduce the number and the severity of support cases. But if a problem does arise, our award-winning technical support staff helps resolve the issue quickly.

Comprehensive Support Services

NetApp has three SupportEdge offerings to meet your business requirements. Table 1 describes the entitlements for SupportEdge Standard and SupportEdge Premium.

- **SupportEdge Premium.** This service is for systems that require optimal performance, high availability, and expedited support. It combines innovative remote troubleshooting and resolution capabilities with expert on-site resources, when needed, to deliver support for the most demanding IT operations and application ecosystems.
- **SupportEdge Standard.** This service is for systems that do not require premium support but that still need remote technical support, software support, and fast delivery and installation of replacement parts.
- **SupportEdge Secure for Government.** This support level is tailored to the needs of U.S. government organizations. It delivers premium support while providing flexibility in meeting your demanding security requirements.

■ **NetApp**®

1. There is no target response to warranty issues. For full details about the Support services, go to www.netapp.com/us/services-support/services/operations/services-descriptions.aspx.

FEATURE	BENEFIT	SUPPORTEDGE STANDARD[2]	SUPPORTEDGE PREMIUM[2]
Storage system installation	Our service professionals and authorized partners can install, validate, and deliver an optimized, high-performance system.	Optional with the initial purchase of a system.	Included.
24/7 omni-channel digital support, including Elio With Watson™ from IBM®	Instantly get answers to questions, using the device and browser of your choice. Cognitive computing technology enables Elio to analyze unstructured data using natural language processing to understand grammar and context for more accurate answers.	Included.	Included.
Access to the NetApp Support site and Active IQ remote support tools	Comprehensive documentation and a knowledge base are coupled with the ability to open cases and request parts.	Included.	Included.
24/7 remote hardware technical support	Obtain support that aligns to your business requirements.	Included.	Included.
Target response objective for remote technical support	Based on your business needs, match NetApp Technical Support Center response time to your issues and priority.	For NetApp hardware and software: • Priority 1: 2 hours • Priority 2: 4 hours • Priority 3: 16 hours • Priority 4: 36 hours	For NetApp hardware and software: • Priority 1: 30 minutes • Priority 2: 2 hours • Priority 3: 8 hours • Priority 4: 24 hours
On-site support and troubleshooting	When an issue cannot be solved remotely, we are there to help	Not available.	Included for NetApp hardware and software.
Replacement parts delivery target response objective and installation	Align parts response and replacement objectives to match your infrastructure and set various preferences to optimize use of staff.	Choose one of the following: • 4 hours, on a 24/7 basis • Next business day Customer or NetApp installs all replacement parts.	Choose one of the following: • 2 hours, on a 24/7 basis • 4 hours, on a 24/7 basis • Next business day NetApp installs all replacement parts.
Software Support Plan	Get access to all patches and features.	Included.	Included.
Installation of remedial software updates	When you need assistance, we can help you install software updates.	Not available.	Included.
NetApp Unified Support	Today's fabric ecosystems are complex. With Unified Support, we work with third parties to solve problems that you might encounter.	Not available.	Included for NetApp hardware and software.

Table 1) Comparison of NetApp SupportEdge Standard and Premium offerings.[2]

Additional Support Services

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

- 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. Learn more.
- NetApp **Residency Services** provide skilled resources so that you can get the full benefit of your NetApp storage solution and data management technologies. Learn more.
- With **Non-Returnable Disk Plus**, you retain your failed disk and flash hardware so that you can meet your compliance requirements and can confirm that your data doesn't leave your environment. Learn more.

Get Started Today

To learn more about SupportEdge services, 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

2. For full details about the Support services, go to www.netapp.com/us/services-support/services/operations/services-descriptions.aspx.
The services and offerings described herein are subject to, limited, and governed by the NetApp, Inc. Support Offerings Standard Terms and Conditions for the relevant geographic region, are available at www.netapp.com/us/how-to-buy/stc.aspx ("NetApp Standard Support Terms"). The NetApp Standard Support Terms are subject to revision or modification on a prospective basis at NetApp's sole discretion without notification to Customer.