SupportEdge Advisor for NetApp public cloud services

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NetApp® SupportEdge Advisor for NetApp public cloud services is an optional service level for NetApp Cloud Insights or for NetApp Cloud Volumes ONTAP® node or capacity licenses that are purchased directly from NetApp. SupportEdge Advisor for cloud can be added to a new or an existing contract for Cloud Volumes ONTAP or Cloud Insights, and it always coterminates (and is renewed) with those product contracts.

Most NetApp public cloud services include Base Cloud Support with the cloud product, as defined in the service description Base Cloud Support for NetApp public cloud services. The following chart lists the extra support features of SupportEdge Advisor for cloud.

Support feature	Description	Entitlement details for SupportEdge Advisor for cloud
Remote technical support	Customers can contact NetApp 24/7/365 to report an issue.	Included. Phone support is available, and cases can be opened and chat is available through the NetApp Support Site and from within select products.[1]
Target response objective for remote technical support	The NetApp Technical Support Center responds to cases remotely.	Initial technical response objective from the time of customer contact, based on priority level and availability of local language support:[2,3,4] • Priority 1: 30 minutes (24/7) • Priority 2: 2 hours (24/7) • Priority 3: Next business day • Priority 4: Next business day
Direct access to cloud specialists	All SupportEdge Advisor for cloud customers are routed directly to specialists in NetApp cloud products.	Included. Phone calls and chat sessions are routed to the cloud specialists if appropriate after determining entitlements and triaging the issue.
Access to the NetApp Active IQ® tool	SupportEdge Advisor for cloud provides AI-enabled analytics to resolve problems with cloud services.	Included. Access to the full suite of Active IQ Digital Advisor for cloud features with new predictive AI for IT operations (AIOps) capabilities, including: • Automated risk remediation • Historical usage and trending • Health checks • Configuration compare
Proactive support	In certain cases, NetApp technical support can proactively detect problems and work with customers to resolve them.	Included. Requires customers to properly configure monitoring tools that are used with the products as well as maintain updated contact information. The problems which can be detected vary depending on the product and monitoring tools used.

Support feature	Description	Entitlement details for SupportEdge Advisor for cloud
Predictive and preemptive support	Advisor for cloud includes access to tools or specific information within the tools. Included are risk analysis, best practices analysis, and health assessments designed to inform customers about potential problems or risk scenarios. In some cases, remedial actions are recommended.	Included. Specific tools or information within the tools may be available only to SupportEdge Advisor for cloud customers. Tools and the information provided vary by product.
Multivendor support	If another vendor is required to help work on a problem, NetApp technical support helps the customer engage with that vendor and works with them to resolve the problem.	Included. After triaging the issue, NetApp refers customer to the appropriate vendor, provides all requested information and keeps associated cases open until the customer's issue is resolved.[5]

1. Certain contact methods are not available 7/24 in all regions.

2. For local language support, the target response objective associated with the case priority may differ. For more details, contact your local NetApp Support representative.

3. NetApp priority levels are defined in the following list. Priority 3 and Priority 4 software cases receive a response and are worked to resolution during NetApp regional business hours. Outside of NetApp regional business hours, the response objective may be delayed for Priority 3 and Priority 4 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.

- **Priority 1—Critical Business Impact.** A business-critical system is down, unavailable, unable to serve data, or showing significantly degraded performance. Includes data loss, data corruption, or a security breach within the customer's system or service. 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—Degraded Impact.** A business-critical system or service is affected, with reduced or degraded functionality that allows business operations to continue but at an inconsistent or less-than-optimal rate. At this level, NetApp is committed to using all commercially reasonable efforts to provide a workaround and/or to restore normal operations as quickly as possible, and issues are evaluated for immediate work based on their business impact. Issues with low impact are worked on during NetApp regional business hours. High-impact issues require active customer engagement to be worked on outside of regional business hours

- **Priority 3—Low Impact.** An issue, anomaly, or defect that inflicts little or no business impact, or where a viable and mutually agreeable workaround or upgrade exists to mitigate the problem.

- **Priority 4—Cosmetic or Informational.** Inquiries on functionality or configuration of products or services. This level includes requests for feature enhancements. It also includes minor issues that have no impact on the customer's production systems or business operations.

4. NetApp has implemented tools that connect with applicable cloud providers on customer technical issues that may have been caused by the applicable cloud provider services. NetApp is committed to provide support and uses commercially reasonable efforts to resolve technical support issues, but NetApp's response may be affected by the provider's response. Additionally, the customer must (i) maintain a current support contract with both NetApp and the applicable cloud provider and (ii) coordinate joint escalation meetings with both NetApp and the applicable cloud provider when technical issues arise.

5. The customer must (i) maintain a current support contract with both NetApp and the applicable vendor and (ii) coordinate joint escalation meetings if necessary.

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