

Comparison of NetApp Support for cloud



NetApp lets you choose which support service best meets your business needs.

Feature	Base Support for cloud	SupportEdge Advisor	
	All NetApp cloud products	NetApp Cloud Insights	NetApp Cloud Volumes ONTAP
Case management			
Expedite issue resolution with 24/7 case submission.	X	X	X
Get timely response to remote case submissions with priority-based target response objectives.	<ul style="list-style-type: none">• Priority 1: 2 hours• Priority 2: 4 hours• Priority 3 or 4: Next business day	<ul style="list-style-type: none">• Priority 1: 30 minutes• Priority 2: 2 hours• Priority 3 or 4: Next business day	<ul style="list-style-type: none">• Priority 1: 2 hours• Priority 2: 2 hours• Priority 3 or 4: Next business day
Resolve issues faster by speaking directly to a NetApp technical support engineer by phone, especially for P1 issues.		X	X
Get help faster with exclusive access to cloud specialists.		X	X
Streamline resolution with NetApp ownership of multivendor issues—eliminates opening support tickets with multiple vendors.		X	X
Improve communication with local language support.		X	X
Self-service and community support			
Access various digital support solutions through the NetApp Support Site: Knowledge Base, product documentation, chat by using Elio With Watson®, peers, cloud specialists, and community forums.	X	X	X
Get 24/7 access to how-to videos on our YouTube channel and on the NetApp TV™ streaming platform.	X	X	X
Proactive support			
Configure for higher availability with access to NetApp® automated risk analysis and remediation tools.			X
Better prepare for the future by forecasting capacity needs from insight into historical usage and trending.			X
Identify potential issues and risks before they occur with regular health checks.		X	X
Maintain optimized performance and availability with infrastructure configuration comparisons and best practices information.			X
Gain insight into potential infrastructure issues with continuous monitoring and scheduled reporting.			X