

SERVICES DATASHEET

SupportEdge Advisor

Keep your systems secure and running with predictive, proactive support—on premises **and** in the cloud.



Get the support that you need to keep your NetApp systems secure and running smoothly with NetApp SupportEdge Advisor. This comprehensive service offers predictive, proactive support to help you get the most value from your NetApp solution, including NetApp Cloud Volumes ONTAP® software and NetApp Cloud Insights.

Simplified support

SupportEdge Advisor combines hardware, software, and operating system support in a single package, making it easier to keep your entire solution up and running at peak performance. Help is always available when and where you need it with our 24/7 digital support tools and direct access to NetApp experts through telephone support or on-site troubleshooting if necessary. To keep your system up and running, NetApp experts are specialists in NetApp technologies and in the entire solution ecosystem. With our multivendor cooperative support that includes technology vendors, cloud vendors, and hyperscalers, you have a whole team of support experts working to resolve issues quickly. For simpler and more effective budget planning, SupportEdge Advisor offers flat and predictable pricing across the lifecycle of your NetApp solution.

Optimized efficiency and operation of your NetApp solutions

With SupportEdge Advisor, you have access to the full suite of new NetApp Active IQ Digital Advisor capabilities. By using machine learning (ML) and artificial intelligence (AI), the AI for IT operations (AIOps) capabilities in Digital Advisor continually monitor your systems and provide actionable intelligence. This information enables you to boost the security, performance, availability, and efficiency of your NetApp infrastructure.

Key benefits

Simplified support offering

- Get hardware, software, and operating system support in a single package.
- Manage costs with flat and predictable renewal pricing.¹

Optimized efficiency and operation of your NetApp solutions

- Boost the security, performance, availability, and efficiency of your on-premises and cloud infrastructure with new NetApp® Active IQ® capabilities.

Options to meet your availability requirements

- Upgrade your service to include next-business-day on-site parts replacement, 4-hour parts delivery, or 4-hour parts replacement.

New Digital Advisor capabilities include:

- Automated risk remediation
- Active IQ digital digest (for scheduled and on-demand next-best-actions reports)
- Nondisruptive firmware upgrades
- Digitized health checks

Options to meet your availability requirements

To maintain continuous operations, SupportEdge Advisor offers next-business-day parts delivery. If you need expedited delivery or on-site parts replacement by NetApp professionals, you have the option to upgrade your service to include next-business-day on-site parts replacement, 4-hour parts delivery, or 4-hour parts replacement.

Feature	Details
Core support metrics	
Replacement parts delivery target	Next business day; option to upgrade to 4 hours
On-site parts replacement	Optional upgrade available
Target response objective for remote technical support	<ul style="list-style-type: none"> • Priority 1: 30 minutes • Priority 2: 2 hours • Priority 3: Next business day • Priority 4: Next business day
Access to remote technical support	24/7
Included services	
Software support with access to all patches and features	Included
NetApp Support Site with 24/7 chat support using Elio With Watson® routing to live representatives	Included
NetApp Active IQ ²	Access to the full suite of Active IQ Digital Advisor features with predictive AIOps capabilities including API access, automated risk remediation, Active IQ digital digest, nondisruptive firmware upgrades, and digitized health checks. ³
Proactive parts replacement (through Active IQ automatically generated cases ⁴)	Included
NetApp unified and multivendor cooperative support	Included
On-site support and troubleshooting ⁵	Included
Remedial software upgrades	Included
Cloud-specific features available with SupportEdge Advisor	
Direct routing to cloud specialists	Included
Alert monitoring	Included
Additional services (option to purchase)	
Storage system deployment	
NetApp Cloud Volumes ONTAP Implementation Service	
NetApp Cloud Insights Implementation Service	
NetApp Non-Returnable Disk Plus Service	
NetApp Solution Support for FlexPod®	
NetApp SupportEdge Protect for Government	A separate add-on service that's designed specifically to meet the needs of U.S. government organizations. Provides advanced support delivered by U.S. citizens on U.S. soil. On-site support is delivered by field technicians who have appropriate access clearance. Includes all the core support metrics and features of SupportEdge Advisor.

Table 1) SupportEdge Advisor delivers the support that you need whenever, wherever, and however you need it.



Get started today

To learn more about NetApp SupportEdge Advisor contact your local NetApp representative.

About NetApp

In a world full of generalists, NetApp is a specialist. We're focused on one thing, helping your business get the most out of your data. NetApp brings the enterprise-grade data services you rely on into the cloud, and the simple flexibility of cloud into the data center. Our industry-leading solutions work across diverse customer environments and the world's biggest public clouds.

As a cloud-led, data-centric software company, only NetApp can help build your unique data fabric, simplify and connect your cloud, and securely deliver the right data, services and applications to the right people—anytime, anywhere. www.netapp.com

1. NetApp offers flat and predictable pricing only for the party that purchases directly from NetApp, whether that is the end customer, distributor, or reseller partner. Excludes any one-time promotional discounts or deals.
2. Requires NetApp AutoSupport® telemetry to be turned on.
3. Capabilities can vary by product.
4. Requires AutoSupport telemetry data.
5. NetApp sends authorized engineers to the installation location to work on the problem after NetApp has isolated the problem and deemed on-site support necessary.

