

SUPPORTEDGE CUSTOMER SUCCESS: EXPERT

The following chart describes the value-added services included in NetApp® SupportEdge Expert and provided under the NetApp Support Services terms.¹

	Customer value	Additional details
Support account management	Includes a personalized, holistic support experience including: <ul style="list-style-type: none"> • Lifecycle Management • Outcome-driven planning • Technical Health Assessment • Best Practice Adoption • Security Vulnerability Assessments • Scheduled service and support review meetings 	Includes a support account management resource.
Designated pool of technical support engineers	Automatic routing to a designated pool of highly experienced technical support engineers that will build relationships with Expert customers over time. Customer may contact NetApp by telephone, chat, or web on a 24/7/365 basis to report an issue.	Expert response objectives: ² <ul style="list-style-type: none"> • P1: 15 mins, 24/7 • P2: 1 hours, 24/7 • P3: NBD, 24/7 • P4: NBD, 24/7
Toll-free hotline	Exclusive use of a toll-free phone number to call Technical Support.	U.S.-based toll-free number.
Digital support tools	Access to NetApp Support Site with 24/7 chat support via Elio virtual assistant, NetApp Neighborhood with a library of free web-based training courses and community support options.	Included.
Level 1 bypass for software cases	Automatic routing to Level 2 engineers for software cases.	Included.
Flat and predictable pricing	Consistent support rates will apply to eligible systems so that there are predictable prices at each support renewal. For more information on terms and conditions that may apply, see the SupportEdge Customer Reference Guide.	Included (subject to certain terms and conditions).
Remote assistance via video conference	NetApp will arrange a video conference with customer as required to resolve issues.	Included.

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Proactive quality risk management	Proactive quality risk management (PQRM) is an approach that focuses on identifying and addressing potential quality risks before they occur, rather than reacting to issues after they have already happened.	Included.
Replacement parts delivery target and optional installation services	NetApp delivers parts within the target response objectives.	Next business day; option to upgrade to 2 or 4 hour delivery. ^{3,4,5} Note: Replacement parts will be shipped to customer locations for next local business day arrival. Local shipment cutoff times, customs, or other logistics factors such as size and weight may affect the target response objective.
On-site support and troubleshooting	NetApp sends authorized engineers to the installation location to work on problems after NetApp has isolated the problem and deemed onsite support necessary.	Included.
Software support	Provides access to all software patches and features.	Included for NetApp software purchased.
Remedial software upgrades	NetApp provides software upgrades to address known issues.	Included. ⁶
Managed NetApp ONTAP® upgrades	NetApp will upgrade the customer's ONTAP operating system up to twice per year.	Included (up to twice per year).
NetApp BlueXP™ Digital Advisor (powered by NetApp Active IQ®)^{7,8}	Helps to maximize availability and optimize performance across the data fabric with AI-powered analytics.	Included with full access to all Active IQ functionality.
BlueXP Managed Integration Service	NetApp Professional Services team will assist with remote deployment and updates of BlueXP Standard Connector.	Included (up to twice per year)—exclusive to Expert customers.
BlueXP training	Customers are provided with training specifically designed to help them understand and best utilize BlueXP in their environments.	Included.
NetApp Cloud Insights integration	Provides additional monitoring of ONTAP and limited full-stack visibility in ActiveIQ to identify, troubleshoot, and address issues outside of the storage system.	Standard license Included. ⁹

1. The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services terms, available at <https://www.netapp.com/how-to-buy/sales-terms-and-conditions/> ("NetApp Support Services terms"). The NetApp Support Services terms are subject to revision or modification on a prospective basis at NetApp's sole discretion without notification to customer.

2. The priority levels are defined as follows. All hardware cases will be evaluated for immediate work independent of priority. P3 and P4 software cases will receive a response and worked to resolution during NetApp regional business hours. Outside NetApp regional business hours, the response objective may be delayed for P3 and P4 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. See your local service representative for more details.

- Priority 1: NetApp node, system, or cluster is down, is unable to serve data, is in a state of frequent or repeating "panic" or "hang," or is in a state of degraded performance sufficient to prevent normal business operations. 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: NetApp node, system, or cluster is experiencing an infrequent, isolated, or intermittent "panic" or "hang" or is in a state of degraded performance that allows business operations to continue but at an inconsistent or less than optimal rate. NetApp is committed to use all commercially reasonable efforts to provide a workaround and/or restore normal operations as quickly as possible and issues will be evaluated for immediate work based on business impact. Issues with low impact will be worked during NetApp regional business hours. High-impact issues will require active customer engagement to be worked outside regional business hours.
- Priority 3: NetApp node, system, or cluster is experiencing an issue, anomaly, or cosmetic defect that inflicts little or no business impact, and a viable and mutually agreeable workaround or hardware/software upgrade exists to mitigate the problem.
- Priority 4: Normal customer requests for information regarding the installation, configuration, use, and maintenance of your NetApp equipment are made. This includes administrative inquiries and Return Material Authorization information. There is no impact on customer's production systems or business operations.

3. Response time availability is based on the installation location of the NetApp equipment. The target response time clock begins after NetApp's triage of the issue. When the NetApp solution contains third-party products, some of the components might not have the same target response time for delivery and part installation. Consult product documentation for further details.
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5. Time to install part will vary by part complexity and access to equipment. For customers that need the target technical response but want only parts delivery to do self-replacement to meet their data center requirements and support infrastructure, the customer may opt out of having NetApp install parts. Available options include opt-out for disk drives only or for all components. Additionally, there are other preferences that can be set either by NetApp or the customer and changed to accommodate requirements. One preference is an option to consolidate delivery of disk drives to normal business hours next business day. Details are in the NetApp Support site guides.
6. The customer is responsible for installing all software on NetApp equipment, and this feature is limited to system software for which software is identified as the remedy for an issue on the system.
7. This feature requires NetApp AutoSupport® telemetry to be turned on.
8. Capabilities can vary by product.
9. This support feature is enabled on NetApp products with the ONTAP operating system running ActiveIQ.



Contact Us

About NetApp

NetApp is the intelligent data infrastructure company, combining unified data storage, integrated data services, and CloudOps solutions to turn a world of disruption into opportunity for every customer. NetApp creates silo-free infrastructure, harnessing observability and AI to enable the industry's best data management. As the only enterprise-grade storage service natively embedded in the world's biggest clouds, our data storage delivers seamless flexibility. In addition, our data services create a data advantage through superior cyber resilience, governance, and application agility. Our CloudOps solutions provide continuous optimization of performance and efficiency through observability and AI. No matter the data type, workload, or environment, with NetApp you can transform your data infrastructure to realize your business possibilities. www.netapp.com

