



AT A GLANCE

# NetApp Digital Support

Enhanced features to help you maximize performance and uptime

## Key Enhancements

### Elio with Watson Cognitive Computing

- Solve issues up to four times faster with instant, accurate answers to your questions.<sup>1</sup>

### Guided Problem Solving

- Access information from multiple sources from a single page.

### Omnichannel Access

- Use the device and search engine of your choice to access NetApp® Support documentation and resources anytime from anywhere.

1. Based on internal NetApp testing with customers and NetApp technical support engineers.

Whether you need to solve a problem quickly or simply want to learn more about NetApp products and technologies, NetApp digital support can help you quickly and accurately find the information you need. You get the best answers faster, with the least amount of effort, to accelerate resolution and deliver better uptime for increased ROI.

### Take Your Support Experience to the Next Level

NetApp digital support puts help at your fingertips. Enhanced features include:

- **Elio Virtual Support Assistant featuring IBM Watson® cognitive computing.** Engage with Elio to get fast, consistent answers to your questions, solving problems on average four times faster than traditional methods. If Elio cannot solve your problem, a chat option connects you directly to a NetApp technical support engineer. No more waiting for a phone call or navigating complex phone systems.
- **Guided problem solving.** Take the confusion out of where to find the resources you need. Guided problem solving breaks down content silos and puts information from multiple sources in a single place, where you can access it more easily.
- **Omnichannel, 24/7 access.** Use the device and search engine of your choice to access support when you want, where you want, and how you want it. With technical information now available through public search engines, you can learn more before you buy.

Elio is available to anyone with an active NetApp Support contract. To learn more about Elio, visit <https://mysupport.netapp.com/elio-faq>.

For more information about NetApp Support, visit [www.netapp.com/us/index.aspx](http://www.netapp.com/us/index.aspx).

### About NetApp Services

#### Gain greater business value from your investment

Whether you're planning your new next-generation data center, need specialized know-how for a major storage deployment, or want to optimize the operational efficiency of your existing infrastructure, NetApp Managed Services and NetApp certified partners can help.

### 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](http://www.netapp.com). #DataDriven

