Support Account Manager

NetApp Support Account Manager Offering[1, 2]

Complement your NetApp® SupportEdge Premium or SupportEdge Secure for Government service with the purchase of the Support Account Manager offering. SupportEdge Premium or SupportEdge Secure for Government is a prerequisite for the purchase of the Support Account Manager offering. The Support Account Manager offering provides the following services:

NETAPP SUPPORT ACCOUNT MANAGER OFFERING	
Account Management	• Scheduled service review meetings • Install base data management assistance • Lifecycle management reports (EOS and service contract expiry) • Account documentation
Proactive Support	• Monthly best-practice recommendations and tracking (Data ONTAP®) • Case trending analysis • Field alert analysis • Reporting (storage efficiency, capacity)
Upgrade Advice	• Release recommendations and bug tracking • Quarterly upgrade planning (Data ONTAP)
Reactive-Ready Support	• 24/7 Priority 1 case management • Priority 2–Priority 4 case escalation management • Process postmortems • Technical root cause analysis
Education	• NetApp Support process review • NetApp Support site and tools review • Product TechTalk facilitation

The SAM service can be modified based on customer needs and delivery of the above items can be adjusted based on specific customer infrastructure requirements as mutually agreed. The services provided in the NetApp Support Account Manager offering are listed in the "Service Details" section of this document.

1. The Support Account Manager offering is subject to the additional conditions, requirements, and limitations:
   • The Support Account Manager offering is available only with respect to genuine NetApp brand products.
   • A customer in any NetApp geography can purchase the Support Account Manager offering in a different geography by selecting the appropriate part number.
   • The Support Account Manager offering services are a shared resource and may be performed or delivered by any of NetApp's qualified personnel at any given time. Except when purchased in the 1–400 System Price Band, the Support Account Manager offering services are not necessarily performed by an single individual dedicated solely to customer's account.
   • The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services Terms for the relevant geographic region, available at
   • www.netapp.com/us/how-to-buy/stc.html ("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 the customer.
2. "Security Cleared" means that the NetApp representative performing the Support Account Manager offering services will possess the appropriate security clearance as required and identified by the customer, to perform the particular task to which the NetApp Support Account Manager individual is assigned. NetApp's obligation to provide a Security Cleared Support Account Manager is expressly conditioned upon the customer's (a) prior completion and delivery to NetApp of the NetApp Restrictions Document, and (b) providing NetApp a complete DD-254 form or equivalent justifying the requested level of clearance. The Support Account Manager Security Cleared service is available only in selected U.S. and European locations as determined by NetApp.

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Support Account Manager Offering Structure

The Support Account Manager offering is available for purchase with five different staffing options. Any geography can order a Support Account Manager offering from any other geography.

1. Americas—Staffed in Research Triangle Park (RTP), NC; Sunnyvale, CA; ,Wichita, KS; USA Technical Support Centers or NetApp Americas offices
2. EMEA—Staffed in NetApp EMEA offices
3. APAC—Staffed in NetApp APAC offices
4. Security Cleared[2] Option—Staffed in RTP, USA Technical Support Center or NetApp EMEA offices
5. U.S. Citizens on U.S. Soil (USCUSS)—Staffed in RTP or NetApp U.S. offices

The Support Account Manager offering is available for purchase at five price bands, depending on the number of systems covered:

1. 1 to 10 systems covered
2. 1 to 20 systems covered
3. 1 to 75 systems covered
4. 1 to 150 systems covered
5. 1 to 300 systems covered
6. 1 to 400 systems covered (dedicated Support Account Manager representative)

Service Details

The customer is responsible for providing NetApp with accurate install base data for systems managed by the Support Account Manager.

Case management
- **Priority 1**
  - There is oversight of cases properly escalated to Priority 1 status on a 24/7 basis by way of NetApp CRM notification alerts, augmenting communication of the NetApp Technical Support Center.
  - Priority 1 case management coverage is provided by the individual providing the primary Support Account Manager services during normal local business hours. Coverage outside of normal local business hours is provided by an after-hours team.
- **Priority 2–Priority 4**
  - Oversight of Priority 2–Priority 4 case escalations is provided during the performance of Support Account Manager services during the fulfillment location business hours.
  - The Support Account Manager services include review of customer cases with the NetApp Technical Support Center twice a week as deemed appropriate by NetApp best practices to track the status of each case. The customer is expected to follow the standard Technical Support Center escalation processes and best practices.
- **Process postmortems** (only on request from the customer or account team approved by NetApp Global Support) will include:
  - Review of process for the designated case or cases
  - Action plan proposal to minimize repeats
  - Education of customer on NetApp support process

The process postmortem is limited to Priority 1 cases and can be delivered via a Service Incident Report (default method) or a Comprehensive Service Incident Report (upon request). Process postmortems are targeted for delivery within 5 business days of NetApp's receipt of the written request.

- **Technical root cause analysis**
  - Upon a validated customer or account team request, the Support Account Manager offering will include provision to the customer of a technical root cause analysis of Priority 1 cases with details concerning failure events and follow-on steps to remediate recurrence.
  - The technical root cause analysis is delivered by the Support Account Manager through e-mail or a PowerPoint presentation.
  - The analysis is limited to Priority 1 cases and does not include hardware root cause analysis.
- **Education**
  - **NetApp Support process review.** As required, the individual providing the Support Account Manager offering service educates the customer, via WebEx presentation, on standard NetApp support processes.
  - **NetApp Support site and tools review.** On an annual basis, the individual providing the Support Account Manager offering service educates the customer, via WebEx presentation (maximum: 1 hour), on the use of NetApp self-service tools.
  - **Product TechTalk technology discussions.** The individual providing the Support Account Manager offering service or a designated subject matter expert collaborates with the account team to facilitate a discussion of NetApp products, technologies, and services.

- **Service review meetings.** For NetApp storage systems that have AutoSupport™ enabled, the individual providing the Support Account Manager offering service provides scheduled reviews of the operational aspects of covered NetApp serial number systems purchased (for example, support cases, best practices, and potential risks).
  - **Install base (IB) data management assistance.** The individual providing the Support Account Manager offering service advises the customer (via the NetApp support site) on install base data management best practices to assist the customer in achieving optimal customer systems and contact data registration of NetApp's CRM. The IB information is provided to the customer in a standard report form that is reviewed in the service review meetings.
- **Lifecycle management reports (End of Support reports).** These reports alert the customer and the account team to hardware products that will reach their end of support.
  - Delivered two times per year
  - Applies to hardware only
- **Lifecycle management reports (service contract expiration).** These monthly reports alert the customer and the account team to service contracts expiring in the following 90 days.
- **Account documentation.** The individual providing the Support Account Manager offering service maintains an internal document with key high-level information about customer systems and processes as well as account contact information required to enable effective support of the customer's NetApp environment, in particular for effective Priority 1 case handling.
- **Monthly best-practice recommendations and tracking.** For NetApp systems with AutoSupport enabled, the customer receives a monthly update on NetApp best practices using a Supportability Profile report.
- **Case trending analysis.** On a periodic basis, the individual providing the Support Account Manager offering service coordinates with the account team to provide the customer with analysis of issues relating to the architecture and the environment of systems with a high case count or failure rate on hardware components.
- **Field alert analysis.** During a service review meeting or upon the release of a Customer Support Bulletin, the Support Account Manager offering service coordinates with the account team to provide the customer with analysis of issues relating to the architecture and environment of systems requiring attention to maintain system availability and reliability.
- **Efficiency and availability reports**
  - **Storage efficiency reporting.** The individual providing the Support Account Manager offering service reports to the customer about his or her current NetApp storage usage and efficiency metrics.
  - **Capacity reporting.** The individual providing the Support Account Manager offering service reports on volumes and aggregate capacities to help the customer mitigate the risk of volumes and aggregates running out of space. AutoSupport must be enabled. For additional capacity planning, the customer can contact NetApp Professional Services.
- **Release recommendations and bug tracking**
  - On an as-needed basis, the individual performing the Support Account Manager offering service, by way of e-mail, assists the customer in planning related to new ONTAP software releases targeted to address software defects affecting the customer's NetApp storage systems.
- **NetApp software upgrade plan.** The Support Account Manager offering will provide assistance to the customer with ONTAP planning through generation and delivery of a report.

About NetApp

Leading organizations worldwide count on NetApp for software, systems and services to manage and store their data. Customers value our teamwork, expertise and passion for helping them succeed now and into the future.

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