



SERVICE DESCRIPTION

Solution Support for FlexPod

NetApp® Solution Support is available for NetApp AFF and FAS arrays used as storage for FlexPod® systems. Solution Support builds on SupportEdge Premium support by adding a single-point-of-contact support model that covers the infrastructure products and components of a FlexPod system, as defined by a Cisco Validated Design (CVD) and/or a NetApp FlexPod Reference Architecture.

The service also includes a license for the Converged System Advisor, which monitors the FlexPod system and provides information relating to configuration and lifecycle management. A cloud-based portal gives customers a consolidated view of their FlexPod environment, and in combination with NetApp Active IQ® monitoring is an efficient and time-saving support tool.

The following chart describes the support features of Solution Support for FlexPod provided under the NetApp Support Services terms.¹

SUPPORT PRODUCT FEATURE	DESCRIPTION	ENTITLEMENT DETAILS FOR SOLUTION SUPPORT
Single point of contact for FlexPod systems	Call NetApp support for any question relating to any component or product that's part of or installed on a FlexPod system.	The Solution Support Product Coverage Matrix lists FlexPod products and components that are typically included in a FlexPod environment, and for which the Technical Support team has expertise.
End-to-end case management	NetApp technical support engineers won't close a case until the customer agrees that their problem or question has been addressed, even when technology partners are involved.	Cases are closed based on customer agreement or inactivity. Follow-up on inactive cases is always attempted before closure.
NetApp multivendor support ²	<p>When troubleshooting a support issue related to NetApp, if NetApp determines that the problem resides with a third-party product, then, upon request, NetApp will assist the customer in opening a case with the third-party supplier, subject to any support agreement in place between the customer and the third-party supplier.</p> <p>To the extent that it can, NetApp will assist the third-party supplier in its response to and resolution of the customer's case. If the customer elects to open a case directly with the third-party supplier, upon request, NetApp will provide relevant case information to the third-party supplier.</p> <p>Solution Support leverages a formal support engagement model between Cisco, Microsoft, VMware, Red Hat, and Citrix. This model is known as FlexPod Cooperative support.</p>	Included with Solution Support for FlexPod.

Table 1) NetApp Solution Support Plan features.

SUPPORT PRODUCT FEATURE	DESCRIPTION	SOFTWARE SUPPORT PLAN ENTITLEMENT DETAILS
<p>Converged System Advisor (CSA)³</p>	<p>Converged System Advisor (CSA) is a cloud-based monitoring system that collects configuration and operational data from the components of a FlexPod system, including the servers, network, storage, and hypervisor. No customer data is collected, and CSA is a monitoring-only product; no information or control function is ever sent to any component. The information collected is available to NetApp Support for use in answering questions and diagnosing problems. The information is also available to the customer via a cloud-based portal.</p>	<p>One license for Converged System Advisor is included for each FlexPod environment that contains a NetApp AFF or FAS array configured with the Solution Support service offering.</p>

Table 1) NetApp Solution Support Plan features. (cont.)

1. The services and offerings described herein are subject to and limited and governed by the NetApp, Inc., Support Services terms that are 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. If the NetApp solution contains third-party products, some of the components may not have the same target response time for delivery and part installation. Consult the product documentation for details.
3. The customer is responsible for installing CSA software.