

## SUPPORT AND WARRANTY

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### COMPLETE SOLUTION SUPPORT

STORServer Support customers have the benefit of complete solution support with one number to call for any issue with their backup appliances or software. A single contact connects you with knowledgeable consultants who specialize in STORServer appliance technology and who are familiar with your environment. Issues will be diagnosed and resolved quickly. No need for multiple calls to multiple vendors – and, more importantly, no vendor finger-pointing.

STORServer Solution Support is available in three levels: Silver, Gold, and Platinum. Our Silver 8x5 level provides support services on standard business days, during regular business hours (9am - 5pm Mountain Time). Gold 24x7 provides support services 24 hours a day, any day.

Solution Support Platinum level is a 24x7 option and includes everything from our Silver and Gold services with the addition of remote management services during standard business hours Monday-Friday Mountain time. Platinum services include full remote operation of the appliance environment, running schedules, event log checking, trending and management of locally trained customer STORServer administrators at the customer site(s). Semi-annual Health Checks are also included with the Platinum level support option to ensure your environment is running in optimal health. Each of STORServer's support offerings includes a warranty. In the case of products purchased without STORServer support, the customer warranty is limited to that offered by the original manufacturer. Hardware and software that is maintained under an effective STORServer support agreement includes a three year warranty from the purchase date of the product.

**SELLING SUPPORT TO EXISTING ENVIRONMENTS - Within existing IBM Spectrum® Protect environments and with new clients, IBM Spectrum Protect licenses purchased from sources other than STORServer can be supported under a STORServer® Solution Support contract.**



## WARRANTY

All Solution Support levels include a warranty. Hardware and software that is maintained under a STORServer support agreement includes a three-year warranty from the purchase date of the product. In the case of products purchased without a STORServer support agreement, the customer warranty is limited to that offered by the original manufacturer.

Further definition of the difference between STORServer warranty and support can be found in the STORServer Maintenance Service Agreement.

### SOLUTION SUPPORT

#### Silver 8x5 & Gold 24x7

- One call for support on any component of the solution
- Guaranteed four-hour response time
- Full diagnostic support of the environment
- Remote dial-in diagnostics available
- Knowledgebase search
- Remedial assistance
- Support calls logged electronically or on the phone
- Some components are considered “customer replaceable”
- Next business day on-site support for hardware service\*
- Three-year warranty\*\*

#### Solution Support + Platinum Services (24x7)

Everything from our standard Solution Support Offering *plus* Remote Management services

- Full remote operation of the appliance environment (Monday-Friday, 9am - 5pm Mountain Time)
- Schedule management
- Monitor event logs and trending
- Semi-Annual Health Checks

8 x 5 coverage provides support services on standard business days, during regular business hours.  
24 x 7 coverage provides support services 24 hours a day, any day.

\*At STORServer, Inc.'s discretion. \*\*With active STORServer Support Contract.

## ABOUT STORSERVER

STORServer is a leading provider of data protection solutions and offers the only enterprise data backup appliance that is built to order. Each backup appliance solution is tailored to the customer's unique environment to simplify management of complex backup, archive and disaster recovery needs. STORServer's appliances feature enterprise class data backup, archive and disaster recovery software, hardware, services and U.S.-based customer support. For more information on STORServer, please visit our website.