

Select Care from Hitachi Data Systems Customer Service and Support



Select Care Program: One Comprehensive Portfolio, Many Benefits

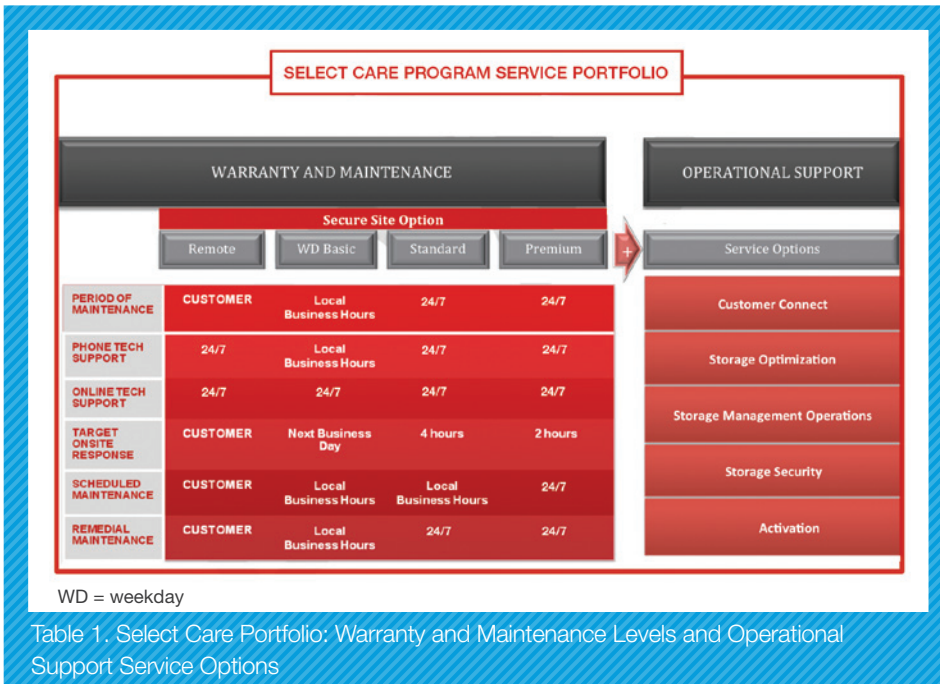
The lifecycle return on investment (ROI) of any IT infrastructure depends on the efficiency and availability of day-to-day customer support and maintenance services. As skills and resources are becoming scarce and increasingly difficult to replace, IT departments across the globe are starting to look at new ways to cope with support service and ongoing maintenance activities. To respond to these challenges, Hitachi Data Systems has designed the Select Care Program. The program's portfolio of offerings provides you with the best service and support available while allowing you to tap into our global pool of specialists exactly when you need them.

Select Care Program Overview

With decades of experience in the development, service and support of storage platforms, products and applications, Hitachi Data Systems (HDS) has taken its industry-leading support and services capabilities and bundled them into the Select Care portfolio. That means you can now easily match the best proactive and reactive service levels to your specific business, operational and financial needs. The Select Care portfolio not only allows you to effectively scale IT infrastructure departments to overcome ever-pressing resource constraints, but it also enables you to focus on what really matters most: efficient and scalable operations.

The Select Care Program offers unparalleled advantages in the industry, including:

- Comprehensive maintenance and support options
- One-stop shop for communication, escalation and account coordination ... even after your problems are resolved
- Optional assigned customer advocates to break down roadblocks and improve transparency



- Dedicated call-in numbers to Hitachi Data Systems Global Support Centers
- Periodic service reviews

Select Care Program Delivery

When you participate in the Select Care Program, Hitachi Data Systems ensures that delivery of the program’s offerings is fast, consistent, centralized and transparent. Our Customer Service and Support staff ensure you receive:

- Centralized support
- Local service
- Preventive remote monitoring

Select Care Portfolio

The Select Care portfolio offers 4 service levels for warranty and maintenance offerings: Remote, Weekday Basic, Standard and Premium. These can be combined with operational service options as illustrated in Table 1.

Maintenance Service Levels: Packaged to Fit Your Precise Needs

The Select Care Program maintenance service levels (see Table 1) include both remote offsite support and onsite support. They range from Weekday Basic maintenance, available during normal business hours, to 24/7 Premium coverage with a 2-hour response time for critical situations. Our objective is always to resolve all incidents

remotely, without delay and with minimal disruption to your operations. In fact, most service activities can be managed concurrently during normal business operations with no impact to your storage system.

Operational Support Service Options Extend Your Benefits

Our selection of service options, as shown in Table 2, can be added to any maintenance contract and under any service level, allowing you to further benefit from a series of value-added services. This will help you realize a better ROI from your current resource pool.

Installation Services Implement Your Solution Correctly, the First Time

Our experts install, configure and test your solution and then train your teams on the basic handling of your Hitachi products to help you effectively manage the solution after completion of the service. Our installation services provide:

- Pre-delivery confirmation of all required components, including equipment location, access and power supply, etc.
- Inspection of all equipment for damage prior to installation
- Installation, configuration and testing of hardware, software and any additional purchased options to product specifications

- Installation and testing of Hi-Track® Remote Monitoring system
- Staff training and knowledge transfer on the basic handling of the equipment
- Confirmation of your maintenance provisions and call handling procedures
- Opportunities for additional training and education, which are available through Hitachi Data Systems Academy courses and certification programs
- Availability of onsite assistance beyond Basic installation: consult your Hitachi Data Systems account team for details

Proactive Services Remove Risk

As part of your service package, we perform preventive maintenance as required and ensure that your storage products work effectively and remain risk free. We also notify you of any mandatory Hitachi hardware, software or firmware changes.

During installation, our technician discusses Hi-Track Remote Monitoring system, which may be required to deliver specific proactive and maintenance services.

Our Strength: Delivery Capabilities

- 24/7 global coverage
- Global network of support centers
- Expertise across all industries
- Transparency and accountability
- Focused applications expertise: Microsoft, SAP, Oracle, IBM and mainframe
- Over 1200 services specialists worldwide
- Consistent delivery processes
- Multivendor-oriented approach
- Global ecosystem of service partners
- Close partnerships with a network of value-added resellers (VARs) and systems integrators
- Unique tools and processes

Hi-Track® Remote Monitoring System Delivers Peace of Mind

Hi-Track monitoring and diagnostic capabilities continually observe your storage systems and report any incidents or potential problems to Hitachi Data Systems without delay. In fact, Hi-Track often alerts our engineers and support technicians before you are even aware of the incident or before it impacts your operation. Hi-Track:

Operational Support Service Options	Description	Benefit
Customer Connect	<ul style="list-style-type: none"> • Additional optional service account management and advocacy • Priority access and case management within existing service levels • Enhanced alerts and notifications • Annual account checks • Regular service reviews and a dedicated Hitachi Data Systems call-in number, which uniquely identifies you to the call center and accelerates you through the process 	<ul style="list-style-type: none"> • Improve business continuity through heightened communication and escalation options • Accelerate issue resolution • Increase availability
Storage Optimization	<ul style="list-style-type: none"> • Performance assessment and establishment of baselines • Assistance with platform tuning and optimization • Knowledge transfer of best practices • Periodic reporting, providing utilization, performance and allocation reports about all aspects of your infrastructure 	<ul style="list-style-type: none"> • Optimize performance and utilization • Improve knowledge of environment • Prevent performance issues and bottlenecks before they occur
Storage Management Operations	<ul style="list-style-type: none"> • Proactive provisioning for effective storage allocation • Proactive assessment for trend analysis • Utilization reporting for best investment utilization • Chargeback reporting to enhance the internal or external billing and cost allocation • Monitoring and alerting to ensure smooth operations at all times 	Receive: <ul style="list-style-type: none"> • Recommendations on how to improve capacity and performance • Proactive and ongoing analysis by Hitachi Data Systems storage experts • Advanced notification or warning when approaching thresholds
Storage Security (multiple offerings)	<ul style="list-style-type: none"> • HDD disk retention option • Data eradication service • Disk destruction service • Government security service 	<ul style="list-style-type: none"> • Retain all hard disk drives (HDDs) onsite after replacement • Ensure security of information • Comprehensively eradicate or destroy media, following highest level of standards • Comply with government security requirements
24/7 Activation Service	<ul style="list-style-type: none"> • Provides upgrade and maintenance engineering resources outside of normal business hours • Offers installation and implementation engineers at all hours, independent of the underlying maintenance service level <ul style="list-style-type: none"> • Resources to be mutually scheduled and used in contiguous blocks • Blocks expire in 12 months 	<ul style="list-style-type: none"> • Quickly obtain skilled experts for installation • Increase business efficiency and lower costs after hours' work

Table 2. Select Care Program Operational Support Service Options

- Monitors your storage and SAN products
 - Facilitates 24/7 immediate troubleshooting by the industry's top specialists
 - Reports incidents or potential problems to Hitachi Data Systems without delay
 - Provides trend analysis and analytics
 - Supplies remote support for Hitachi and many 3rd-party products, including Brocade (which now includes McDATA and InRange), CNT, Cisco and QLogic
 - Assists Hitachi Data Systems in advising you of potential problems, thus minimizing disruption to your operations and reducing the risk of data loss
 - Protects with encryption, authentication and secure, controlled access
- A new Hi-Track mobile application is available for the iPhone and iPad. View the health status of your devices being monitored by the Hi-Track Monitor site agent anytime, anywhere.

HI-TRACK REMOTE MONITORING SYSTEM PASSES INDEPENDENT SECURITY AUDIT WITH FLYING COLORS

Independent testing from ICSA Labs validated that the Hi-Track Remote Monitoring system was able to provide safe and reliable remote management of storage devices and equipment while remaining secure from attack.

“During the course of testing, the Hi-Track platform and its individual components were found to be secured from intrusion and that Hi-Track could be installed, administered and operated securely. The Hi-Track platform was not found to introduce any vulnerabilities into an existing network infrastructure.”



Spare Parts Logistics: Keep Operations Up and Running 24/7

Our worldwide spare parts depot system is available 24/7 for:

- Parts stocking and inventory management
- Delivery and disbursement

Our automated inventory allows our managed usage system to replace “called parts” within our logistics network in less than 24 hours. In addition, we constantly monitor our logistics and supply chains in order to meet your business demands.

Critical Situation Management Has You Covered

Managing your evolving environment is challenging enough, but what happens when you factor in those unexpected situations when things fall apart? How do you manage it all? Don't worry. We've got you covered. Draw from our extensive experience with critical situations and distributed storage environments to keep your business up at all times. Our critical situation management leaves nothing to fail.

- Provides 24/7 availability to manage critical situations

- Includes a single point of contact within Hitachi Data Systems
- Establishes and communicates clear and concise action plans
- Engages any required resources (fully authorized), including Hitachi Data Systems as well as vendor resources
- Manages all internal and external communications while coordinating and managing issues through to resolution
- Drives critical situation escalations from Hitachi Data Systems, using engagement processes co-developed with our partners, which include: Brocade, IBM, CommVault, Cisco, Microsoft and others

Software Support Services Assist and Advise

Our software support services provide remote support and the option of onsite support.

Remote Software Support

- Assistance with identification of any problem, helping to locate its source and providing resolution
- Access to all Hitachi Data Systems software release updates and patches

- Advice and recommendations on the installation and configuration of any Hitachi software
- Recommendations on the implementation of updates in your environment
- Responses to minor “ad hoc” software information questions

Onsite Software Support

- If you request onsite software support, this will be provided at the sole discretion of Hitachi Data Systems and may be subject to payment of an additional fee.

Access Our Online Customer Portal

All customers with an HDS maintenance agreement are given access to the online Hitachi Data Systems Portal. With new features and capabilities, the portal enables you to:

- Manage cases on the Service Management System. You can open, view or add notes to a case, query or search old or existing cases, or view your own installed base details.
- Search the Knowledge Base for documents, solutions or technical tips and alerts.
- Subscribe to a range of technical bulletins and other documents.
- See details of any contacts or other dedicated resources.

Put Hitachi Data Systems to Work for You

Take the next step. Contact Hitachi Data Systems to see how our innovative Select Care Program service and support offerings can reduce the cost and complexity of managing your storage environment and accelerate your success. For more information, visit us at www.hds.com.



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