

This document reflects Hitachi Data Systems (HDS) geographic service coverage. Hitachi Data Systems has service centers in each of these locations and can provide same-day service within 50 miles / 80 kilometers. Service levels and committed response times outside of the noted locations and service zones are subject to local service management approval. Accelerated service levels or response times, other than same-day service, even within the service zones, also requires local service management approval.

A service center is defined as a location where there is Hitachi Data Systems trained personnel dedicated to providing service on its own products. Hitachi Data Systems reserves the right to use both its own (HDS) personnel as well as subcontractors to provide onsite and remote services.

The service center locations are subject to change, additions and deletions, without notice. Hitachi Data Systems will make every effort to ensure that there is no adverse effect to any customer due to any changes in the geographic service coverage

Europe/Middle East/Africa HDS Direct Support

Country/Province/State	Service Locations
Austria	Vienna, Salzburg, Innsbruck Linz, Graz, Wien
Belgium & Luxemburg	Brussels, Gent
Denmark	Copenhagen, Aarhus, Haderslev
Finland	Espoo
France	Aix, Angers, Bordeaux, Dijon, Lille, Lyon, Macon, Marseille, Metz, Montpellier, Nancy, Nantes, Paris, Rennes, Strasbourg, Tours
Germany	Berlin, Dusseldorf, Frankfurt, Hamburg, Hanover, Koeln, Mannheim, Munchen, Munster, Nuernberg, Stuttgart, Leipzig, Magdeburg
Ireland	Dublin (Managed out of UK)
Israel	Tel Aviv
Italy	Milan, Rome, Padua, Turin, Parma, Bologna, Naples, Bari
Monaco	
Netherlands	Amsterdam, Zaltbommel
Norway	Oslo
Spain	Barcelona, Madrid, Zaragoza, Bilbao, Palma de Mallorca, Santiago de Compostela, Valencia, Santander, Sevilla
Republic of South Africa	Cape Town, Johannesburg, Durban
Sweden	Gothenburg, Stockholm, Sundsvall. Malmö can also be maintained from Denmark.
Switzerland	Basel, Bern, Geneva, Lugano, Luzern, St Gallen, Zurich
Turkey	Istanbul, Ankara
United Kingdom	Birmingham, Bristol, Edinburgh, London, Manchester

Asia Pacific HDS Direct Support

Country/Province/State	Service Locations
Australia	Adelaide, Brisbane, Canberra, Melbourne, Perth, Sydney
China	North Region Beijing, Changchun, Jinan, Xi'an, Urumuqi, Shenyang, Yinchuan East Region Shanghai, Nanjing, Suzhou, Hangzhou, Wuhan, Nanchang, Hefei South Region Guangzhou, Fuzhou, Nanning, Shenzhen, Changsha West Region Chengdu, Chongqian, Lasha, Kunming
Hong Kong	Hong Kong
India	Mumbai, Bangalore, New Delhi, Pune, Hyderabad, Chennai
Macau	Macau
New Zealand	Auckland, Wellington
Singapore	Singapore

Latin America HDS Direct Support

Country/Province/State	Service Locations
Argentina	Buenos Aires
Brazil	Sao Paulo, Brasilia, Rio De Janeiro, Belo Horizonte, Curitiba, Porto Alegre
Chile	Santiago
Colombia	Bogota
Mexico	Mexico City, Monterey

North America HDS Direct Support

Country/Province/State	Service Locations
Alabama	Birmingham
Arizona	Phoenix, Tucson
Arkansas	Little Rock, Bentonville
California	Sacramento, San Francisco, San Jose, Los Angeles, San Diego.
Colorado	Denver
Connecticut	Greenwich, Hartford
Delaware	Wilmington
Florida	Jacksonville, Miami, Orlando, Tampa
Georgia	Atlanta, Columbus
Iowa	Des Moines
Illinois	Chicago, Bloomington
Indiana	Indianapolis
Kentucky	Louisville
Maryland	Baltimore
Massachusetts	Boston
Michigan	Detroit, Grand Rapids
Minnesota	Minneapolis
Mississippi	Jackson
Missouri	Kansas City, St. Louis
Nebraska	Omaha
Nevada	Las Vegas
New Jersey	Somerset
New Mexico	Albuquerque
New York	Albany, New York City, Buffalo
North Carolina	Charlotte, Raleigh
Ohio	Cincinnati, Cleveland, Columbus
Oklahoma	Oklahoma City, Tulsa
Oregon	Portland
Pennsylvania	Philadelphia, Pittsburgh
South Carolina	Columbia, Greenville
Tennessee	Memphis, Nashville
Texas	Austin, Dallas, Houston, San Antonio
Utah	Salt Lake City
Virginia	Richmond
Washington	Seattle
Washington D.C.	District of Columbia
Wisconsin	Milwaukee, Madison
Alberta	Calgary, Edmonton
British Columbia	Vancouver, Victoria
Manitoba	Winnipeg
Ontario	Ottawa, Toronto
Quebec	Montreal, Quebec City

Americas Direct / M&S

Country	HDS Direct Support	M&S Support
Argentina	Y	Y
Barbados		Y
Belize		Y
Bermuda		Y
Bonaire, St. Eustatius and Saba		Y
British Virgin Islands		Y
Brazil	Y	
Canada	Y	
Cayman Islands		Y
Chile	Y	
Colombia	Y	
Costa Rica		Y
Dominica		Y
Dominican Republic		Y
Ecuador		Y
El Salvador		Y
Guadalope		Y
Guatemala		Y
Guyana		Y
Haiti		Y
Honduras		Y
Jamaica		Y
Mexico	Y	
Nicaragua		Y
North America	Y	
Panama		Y
Paraguay		Y
Peru		Y
Puerto Rico		Y
Saint Kitts and Nevis		Y
St. Vincent and Grenada		Y
St Marteen		Y
St. Lucia		Y
Surinam		Y
Trinidad/Tobago		Y
United States	Y	Y
Uruguay		Y
Venezuela		Y

APAC Direct / M&S

Country	HDS Direct Support	M&S Support
Australia	Y	
China	Y	Y
Hong Kong	Y	Y
India	Y	Y
Indonesia		Y
Macau	Y	
Malaysia		Y
New Zealand		Y
Philippines		Y
Singapore	Y	Y
South Korea		Y
Sri Lanka		Y
Taiwan		Y
Thailand		Y
Vietnam		Y

EMEA Direct / M&S

Country	HDS Direct Support	M&S Support
Algeria		Y
Austria	Y	
Azerbaijan		Y
Bahrain		Y
Belarus		Y
Belgium	Y	
Bosnia		Y
Botswana		Y
Bulgaria		Y
Croatia		Y
Cyprus		Y
Czech Republic		Y
Denmark	Y	
Egypt		Y
Estonia		Y
Finland	Y	
France	Y	
Germany	Y	
Greece		Y
Hungary		Y
Ireland	Y	
Israel	Y	
Italy	Y	
Ivory Coast		Y
Jordan		Y
Kazakhstan		Y
Kenya		Y
Kingdom of Saudi Arabia		Y
Krygystan		Y
Kuwait		Y
Latvia		Y
Lithuania		Y
Luxemburg	Y	
Macedonia		Y
Malawi		Y
Mali		Y
Malta		Y
Manturia		Y
Mauritius		Y
Moldova		Y
Monaco	Y	
Montenegro		Y
Morocco		Y
Mozambique	Y	
Namiba		Y
Nigeria		Y
Netherlands	Y	
Norway	Y	
Oman		Y
Pakistan		Y
Poland		Y

EMEA Direct / M&S (Cont.)

Country	HDS Direct Support	M&S Support
Portugal		Y
Romainia		Y
Russia	Y	Y
Saudi Arabia		Y
Senegal		Y
Serbia		Y
Slovakia		Y
Slovenia		Y
South Africa	Y	
Spain	Y	
Sweden	Y	
Switzerland	Y	
Tanzania		Y
Tunisia		Y
Turkey	Y	
UAE		Y
Uganda		Y
Ukraine		Y
United Kingdom	Y	
Yemen		Y