

To help you address your operational challenges, Hitachi Data Systems offers multiple levels of support services. Choose Remote support to supplement your own IT expertise with online tools and resources, as well as simplified maintenance.

## Remote Support From Hitachi Data Systems

### Basic Support for Self-Reliant Environments

The Remote support option from Hitachi Data Systems offers basic coverage for organizations with the expertise to manage their own IT. This support option gives you the essential services you need, with the flexibility to define and manage your own schedules, priorities and access to systems.

Benefit from 24/7 access to online tools and resources, as well as simplified maintenance with Hitachi Infrastructure Director. And gain remote monitoring and diagnostic capabilities with our Hi-Track Remote Monitoring system.

Ask your Hitachi Data Systems account representative how Remote support can assist you.

### Hi-Track Remote Monitoring Delivers Peace of Mind

Hi-Track Remote Monitoring system continually observes storage systems and reports any incidents or potential problems to Hitachi Data Systems without delay, often before you are even aware of the issue. This safe and automated tool:

- Monitors storage and SAN products.
- Facilitates 24/7 immediate troubleshooting of data.
- Opens service requests to immediately notify Hitachi Data Systems of potential issues in your environment.
- Provides trend analysis and analytics.
- Protects with encryption, authentication and secure, controlled access.

### Global Presence for Reliable, Consistent Support

At Hitachi Data Systems, our value extends beyond superior product offerings. We help you achieve your business goals by providing you the best expertise available in the industry.

Hitachi Data Systems Global Support Centers are strategically located in the United States, Australia and the United Kingdom. Our team's broad expertise and core competencies in Hitachi and third-party solutions allow us to make effective recommendations for your complex environments.

**Flexible, Tiered HDS Support**

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### Hitachi Infrastructure Director Reduces Infrastructure Management Complexity

Hitachi Infrastructure Director software enables a simplified, unified and extensible approach to managing storage. The intuitive graphical user interface (see Figure 1) and recommended configuration practices help streamline system configurations and storage provisioning operations.

#### Business Benefits

- Reduce administrative complexity.
- Accelerate new infrastructure deployments.
- Improve total cost of ownership.

Hitachi Infrastructure Director helps you rapidly deliver IT infrastructure resources with new administrative efficiencies at reduced costs. At the same time, you can directly address the management challenge of “doing more with less.”



Figure 1. Hitachi Infrastructure Director User Interface

## Terms and Conditions

Support Services from Hitachi Data Systems (HDS) are subject to the following conditions:

- On-site presence is determined by Hitachi Data Systems Global Support: Distance and coverage restrictions may apply.
- Check availability on-site: Typically 50 miles or 80 kilometers from an HDS Service Center.
- Target deliverable responses can vary by locations or geography.
- Business hours may vary by locations or geography.
- Targets based on severity (business impact) as defined by HDS.
- Available in select countries only: Mostly Western Europe, North America and Australia/New Zealand.

Severity levels (business impact) descriptions include:

- One [1] Critical: Severe system or application impact. Impact is to an entire facility, major business function or application.
- Two [2] High: Degraded or severely limited system impact. Impact is to a portion of a system, major business function, geographical location or application.
- Three [3] Medium: Individual or Individuals User Impact. Individual is or individuals are unable to perform required functions: Workaround or circumvention is available.
- Four [4] Minor: Minimal system impact. Information only.

The service plans that you currently have with HDS under the HDS Warranty

Maintenance and Support Terms or other service contracts that you have with HDS will be read to include these terms. If there is an inconsistency between your existing terms and the terms contained here, the terms contained here will prevail. Please contact your HDS account representative or authorized partner if you wish to discuss.

HDS may periodically choose to make changes to the support service options to provide service efficiencies. We will use our best endeavors to discuss those with you in advance but such changes will only apply to new services from the time that the change is announced.

Review Hitachi Data Systems complete terms and conditions at [www.HDS.com](http://www.HDS.com).

## HITACHI DATA SYSTEMS REMOTE SUPPORT

Feature	Description	Coverage Details
On-Site Target Response	HDS will send an authorized customer service and support specialist to your location to address issues once HDS has identified that on-site support is necessary.  ■ 50 miles   80 kilometers from an HDS Service Center.	Customer
Replacement Parts Delivery Target	Replacement parts will be provided once HDS has identified the problem and concluded that a replacement part is necessary.	Next Business Day  Targeted deliverable response may vary by locations or geography.
Online Support Tools	HDS customers will have 24/7 access to an online support portal that provides technical information and support documentation.	Included
Global Technical Support	Remote telephone technical assistance with fault isolation, installation, configuration, interoperability or other equipment issues is available 24/7 to HDS customers.	Monday – Friday   Local Business Hours  Targeted telephone support response varies by business impact classification [severity levels].
Preventative Maintenance	Installation of engineering changes to update the hardware, firmware or software of the product.	Customer
Hi-Track Remote Monitoring System	24/7 remote diagnostic and monitoring services on eligible equipment, using HDS' proprietary Hi-Track hardware, software, microcode and documentation ("Hi-Track services").	Included
Microcode or Firmware Updates	HDS will update the microcode, firmware or software on select HDS equipment that is covered by a current HDS support contract remotely or by dispatching an authorized customer engineer to the customer's location.	Customer

### @Hitachi Data Systems



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