

To help you address your operational challenges, Hitachi Data Systems offers multiple levels of support services. Choose Weekday Basic support if you need to cover essential operations only but would like continuous remote monitoring.

Weekday Basic Support From Hitachi Data Systems

Coverage You Can Count On

The Weekday Basic support package from Hitachi Data Systems provides routine maintenance during local business hours and next-business-day on-site support. This foundational plan is ideal for environments requiring essential coverage only and continuous remote monitoring.

Our award-winning enterprise support team and 24/7 access to online tools and technical guidance offer the protection, consistency and confidence you need to meet your business continuity requirements.

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

Hi-Track Remote Monitoring Delivers Peace of Mind

Hi-Track Remote Monitoring system provides diagnostic capabilities that continually observe your storage systems and report 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 your storage and SAN products.
- Facilitates 24/7 immediate troubleshooting data.
- Opens service requests to immediately notify Hitachi Data Systems of potential issues in your environment.

- Provides trend analysis and analytics.
- Protects your environment 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 follow-the-sun support model means an expert is always available to support your service contract 24/7.

Global Support specialists have decades of combined experience. Our team's expertise across a broad range of specializations allows us to make effective recommendations for your complex environments. Our professionals offer core competencies in Hitachi and third-party products and solutions.

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 can vary by locations or geography.
- Targets are based on severity (business impact) as defined by HDS.

Severity levels (business impact) descriptions include:

- One [1] Critical: Severe system or application impact. Impact is to an entire system, 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. An individual is or individuals are unable to perform required functions: Workaround or circumvention is available.
- Four [4] Minor: Minimal system impact. Affects information only.

**Flexible,
Tiered HDS
Support**

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DATASHEET

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.

WEEKDAY BASIC SUPPORT FROM HITACHI DATA SYSTEMS

Feature	Description	Coverage Details
On-Site Target Response	HDS will send an authorized customer service and support specialist to the customer location to address issues once HDS has identified that on-site support is necessary. ■ 50 miles 80 kilometers from an HDS Service Center.	Next Business Day On-site presence is determined by HDS: Distance and coverage restrictions may apply.
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 can 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.	Monday – Friday Local Business Hours
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.	Monday – Friday Local Business Hours Primary Delivery Method: Remote

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