

# Preferred Customer Services From Hitachi Vantara: Multivendor Support

## Converged Support in Today's Fast-Paced Digital Environment

**Partner with Hitachi Vantara for your storage system migration and discover greater efficiencies with single-sourced multivendor support for Hitachi and third-party systems.**

At Hitachi Vantara, we anticipate the challenges you face in today's dynamic era of digital transformation, and we are prepared to help you continually succeed with end-to-end, converged support.

Preferred Customer Services from Hitachi Vantara is a tiered portfolio of value-added, personalized support offerings designed to complement your existing Premium, Standard or Weekday Basic support service plan.

### Centralized, Best-in-Industry Support

If your storage system has reached manufacturer end-of-support-life status and you need more time for system migration, Hitachi Vantara has the solution.

Multivendor Support provides outstanding, post-warranty support to ensure that your end-of-support-life storage devices continue to operate in peak condition.

As the single source of support, Multivendor Support allows you to focus on the growth of your business as we strive to improve operational efficiencies for your Hitachi Vantara and third-party systems.

### Why Choose Preferred Customer Services and Multivendor Support?

Storage system migration is a stressful, overwhelming task, especially if your provider has declared end-of-support-life status on the equipment.

Multivendor Support eases the transition with support for your Hitachi Vantara and third-party systems.

Preferred Customer Services from Hitachi Vantara provides centralized support options and direct access to our global team of specialists. We give you unparalleled guidance and support to help you maximize your investments and grow your business.

See for yourself how you can benefit from our industry-leading expertise and customer-centric approach. Partner with Hitachi Vantara for the focused, attentive customer service you need to achieve your business objectives.



### The Value of Multivendor Support

#### Centralized.

With Multivendor Support, you can streamline your operations and gain greater efficiencies as one single source of support helps ease the migration process.

#### Reliable.

Hitachi Vantara global support consultants provide unparalleled technical guidance and offer the protection, consistency, and confidence you need to meet your business continuity requirements.

#### Comprehensive.

We provide exceptional support and expert guidance to ensure a successful migration to your new solution. Our global support consultants walk you through the entire end-to-end process and proactively address challenges.

## Terms and Conditions

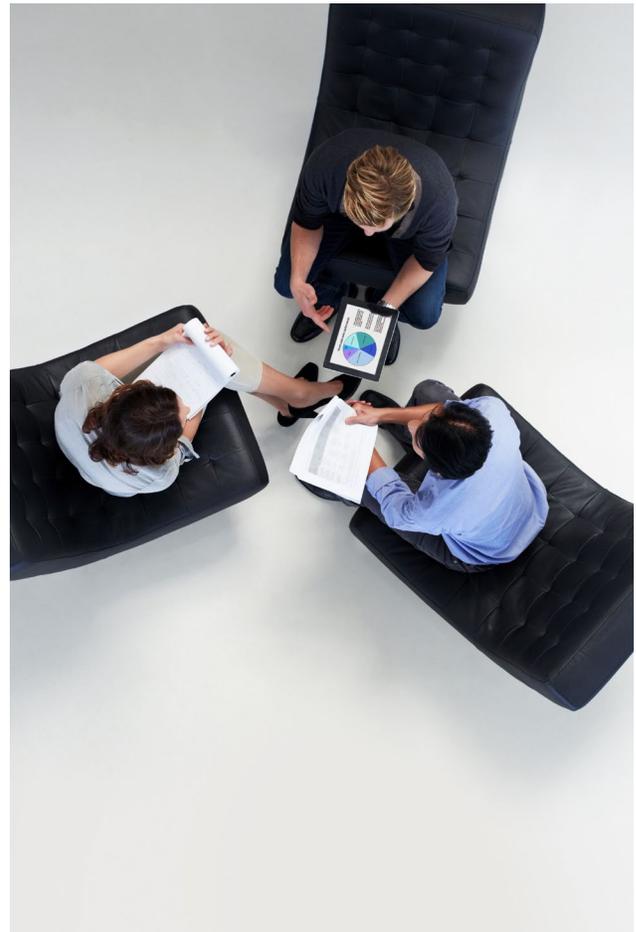
Preferred Customer Services from Hitachi Vantara: Multivendor Support is subject to these conditions:

- This option is available to all Hitachi Vantara customers, even if you do not transition to a Hitachi Vantara system, but simply want Hitachi Vantara to provide support for your third-party system that has reached its end of life.
- Our approved third-party vendors have access to the Hitachi Vantara Global Support Center if additional support is required. Microcode updates and upgrades are not included.
  - This offering includes systems decommissioning, whereby advanced eradication tools, detailed reporting, and certificates of eradication are provided.
  - We support a number of systems and models from a variety of storage providers, such as Dell/EMC, HPE, NetApp, Broadcom, and Cisco. Contact your local customer service and support manager to view the complete list of models.

View the complete terms and conditions for Multivendor Support in the [Preferred Customer Services Portfolio Program Guide](#).

## WE ARE HITACHI VANTARA

Hitachi Vantara solves digital challenges by guiding you from what's now to what's next. Our unmatched industrial and digital capabilities benefit both business and society.



**When You Succeed,  
We Succeed**



Learn how Preferred Customer Services from Hitachi Vantara: Multivendor Support meets your business needs. Contact your Hitachi Vantara customer service and support manager or visit [www.HitachiVantara.com](http://www.HitachiVantara.com).

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