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Hitachi Data Systems Support Services

Service Descriptions & Deliverables

The tables below contain support services details of coverage under an HDS warranty and maintenance service agreement. These tables and all other terms set out below are subject to change at any time. To view HDS Legal Terms and Conditions, please visit: <https://www.hds.com/corporate/legal/>.

Hardware Support Services Terms

| Deliverable | Remote | Weekday Basic | Standard | Premium |
|-----------------------------------|----------------------|------------------------------|--|---|
| On-Site Target Response | Customer | NBD | <u>Severity 1</u> 24/7, Within 4 Hours <u>Severity 2</u> Same Day, During Local Business Hours <u>Severity 3 & 4</u> NBD | <u>Severity 1</u> 24/7, Within 2 Hours <u>Severity 2</u> 24/7, Within 8 Hours <u>Severity 3 & 4</u> NBD |
| Replacement Parts Delivery Target | NBD | NBD | <u>Severity 1</u> 24/7, Within 4 hours (EMEA 24x7x6) <u>Severity 2</u> Same Day, Business Hours ² (EMEA NBD) <u>Severity 3 & 4</u> NBD | <u>Severity 1</u> 24/7, Within 4 hours (EMEA 24x7x6) <u>Severity 2</u> 24/7, Within 8 Hours (EMEA NBD) <u>Severity 3 & 4</u> NBD |
| Corrective Maintenance | Customer | Local Business Hours | Local Business Hours | 24/7 |
| Online Support Tools | Included | Included | Included | Included |
| Global Technical Support | Local Business Hours | Local Business Hours | 24/7 | 24/7 |
| Disk or Media Replacement | Customer | NBD | NBD | NBD |
| Preventative Maintenance | Customer | Local Business Hours | Local Business Hours | 24/7 |
| Hi-Track Remote Monitoring | Included | Included | Included | Included |
| Priority Support | – | – | – | Included |
| Microcode/Firmware Updates | Customer | Local Business Hours: Remote | Local Business Hours: Remote | 24/7: On-site ¹ |
| Disk Retention Option (DRO) * | Available | Available | Available | Available |

¹ Delivery Method: Accomplished remotely or on-site.

² Subject to local parts logistics cutoff times. For EMEA, delivery targets are: Sev 1: 24x7x6; Sev 2: NBD.

Active HDS Hardware Products

| Product Name/Family | Warranty Service | Warranty Period | Additional Options |
|---|---|--|----------------------------------|
| AMS 2000 Hitachi Adaptable Modular Storage 2000 family: AMS 2100 AMS 2300 AMS 2500 | Weekday Basic | 12 Months 1 Year | Standard, Premium |
| COMPUTE BLADE (CB) Hitachi Compute Blade CB500, CB2500 | Remote * | 36 Months 3 Years | Weekday Basic, Standard, Premium |
| COMPUTE RACK (CR) Hitachi Compute Rack 210H, 220H, 220S | Remote * | 12 Months 1 Year | Weekday Basic, Standard, Premium |
| HCP Hitachi Content Platform | Remote * | 36 Months 3 Years | Weekday Basic, Standard, Premium |
| HCP Hitachi Content Platform Anywhere | Remote * | 36 Months 3 Years | Weekday Basic, Standard, Premium |
| HDI Hitachi Data Ingestor (Hardware Appliance) | Remote * | 36 Months 3 Years | Weekday Basic, Standard, Premium |
| HDI REMOTE SERVER Hitachi Data Ingestor Remote Server or HDI Remote Server | Remote (Return to Factory Warranty Only) | 36 Months 3 Years 60 Months 5 Years | N/A |
| HFS A220, A250, A270 Hitachi Flash Storage A220, A250, A270 | Remote * | 36 Months 3 Years | Weekday Basic, Standard, Premium |
| HNAS Hitachi NAS Platform | Weekday Basic | 36 Months 3 Years | Standard, Premium |
| HPP Hitachi Protection Platform | Weekday Basic | 36 Months 3 Years | Standard |
| HSP Hitachi Hyper Scale-out Platform HSP-400 | Remote * | 36 Months 3 Years | Weekday Basic, Standard, Premium |
| HUS File Hitachi Unified Storage (file option) HUS 110 HUS 130 HUS 150 | Remote * | 36 Months 3 Years | Weekday Basic, Standard, Premium |
| HUS Hitachi Unified Storage HUS 110 HUS 130 HUS 150 | Remote * | 36 Months 3 Years | Weekday Basic, Standard, Premium |
| HUS VM Hitachi Unified Storage VM | Weekday Basic | 36 Months 3 Years | Standard, Premium |
| SERVER FOR SOLUTIONS Multi-Node T412S-2U | Remote * | 12 Months 1 Year | Weekday Basic, Standard, Premium |
| SERVER FOR SOLUTIONS Single-Node D51B-2U | Remote * | 36 Months 3 Years | Weekday Basic, Standard, Premium |
| HVP Hitachi Visualization Platform VMP Data Center Solution | Remote * | 36 Months 3 Years | Weekday Basic, Standard, Premium |
| HVP Hitachi Visualization Platform Gateways ** | Remote * | 36 Months 3 Years | Standard |
| HVP Hitachi Visualization Platform Cameras and Pods ** | Remote * | 12 Months 1 Year | Standard |
| VSP Hitachi Virtual Storage Platform | Standard | 36 Months 3 Years | Premium |
| VSP F400, F600, F800 Hitachi Virtual Storage Platform F400, F600, F800 | Remote * | 36 Months 3 Years | Weekday Basic, Standard, Premium |
| VSP F1500 Hitachi Virtual Storage Platform F1500 | Standard | 36 Months 3 Years | Premium |

| Product Name/Family | Warranty Service | Warranty Period | Additional Options |
|---|---|---------------------|----------------------------------|
| VSP G200, VSP G400, VSP G600 Hitachi Virtual Storage Platform G200, G400, G600 | Remote * | 36 Months 3 Years | Weekday Basic, Standard, Premium |
| VSP G800 Hitachi Virtual Storage Platform G800 | Remote * | 36 Months 3 Years | Weekday Basic, Standard, Premium |
| VSP G1000/G1500 Hitachi Virtual Storage Platform G1000/G1500 | Standard | 36 Months 3 Years | Premium |
| CONVERGED SOLUTIONS Various: Hitachi Unified Compute Platform, Hitachi Content Archive Platform, Hitachi Data Ingestor and so forth. | <ul style="list-style-type: none"> Warranty Maintenance and Support provided via solution-embedded components. Aligned or layered to the highest service level and conterminous duration. | | |

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Hi-Track Monitoring and Installation is available for all HDS hardware products except HDI Remote Server.

* Denotes that a mandatory upgrade is required.

** For HVP Gateway and Pods: Sev 3 and 4, 3 business days | Customer specific remote Pod components (cameras, switches, radios, etc.) | May substitute at HDS discretion parts with similar form, fit and function | May replace with repaired/refurbished components | Terms apply to standard stocked components. Terms for special order parts including radios will be agreed case by case by SOW. | PODs may require a certified electrical subcontractor for installation or replacement. Electrical subcontractors are not included in published maintenance fees. Subcontractor services require a separate quote and SOW | HVP Gateways and PODs containing internal storage include DRO (see below), under which media will be turned over to the customer during the field repair process. | Replacement Parts Delivery Target: NBD

HDS Legacy/End-of-Service-Life/Sunset Products

View End of Life (EOL) policy and complete End of Service Life (EOSL) product matrix at [HDS.com](https://www.hitachidatasystems.com)

| Product Name/Family | Warranty Service | Warranty Period | Hi-Track Monitoring | Installation Available |
|--|------------------|---------------------|---------------------|------------------------|
| WMS Hitachi Workgroup Modular Storage | Weekday Basic | 12 Months 1 Year | ✓ | ✓ |
| AMS Hitachi Adaptable Modular Storage | Weekday Basic | 12 Months 1 Year | ✓ | ✓ |
| USP VM Hitachi Universal Storage Platform VM | Standard | 24 Months 2 Years | ✓ | ✓ |
| USP/USP V Hitachi Universal Storage Platform and Hitachi Universal Storage Platform V | Premium | 36 Months 3 Years | ✓ | ✓ |

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Software Support Services Terms

Premium Software Support

- **Standard Break/Fix** (services to maintain compliance, good operating condition, and software version upgrade)
- **Software Version Updates and Patches** (corrections, enhancements, improvements, releases, versions and updates)
- **Software Upgrades** (new version to replace existing versions)
- **24/7 Access to Online Support Tools** (technical information, documentation and downloads)
- **24/7 Global Technical Support¹** (remote assistance with fault isolation, configuration, use and operation of the software and related issues)

¹Targeted telephone support response times vary by business impact classification.

Severity levels: Severity 1: Critical < 15 minutes; Severity 2: High < 2 hours; Severity 3: Medium < 4 hours

Active HDS Software Products

| Product Name/Family | Warranty Service | Warranty Period |
|--|------------------|--|
| HAD Hitachi Automation Director | Premium | 90-Day Media Replacement and Conformance |
| HCA Hitachi Compute Advisor | Premium | 90-Day Media Replacement and Conformance |
| HCI Hitachi Content Intelligence | Premium | 90-Day Media Replacement and Conformance |
| HCP Hitachi Content Platform (HCP G, HCP S, HCP-VM) | Premium | 90-Day Media Replacement and Conformance |
| HCP Hitachi Content Platform Anywhere | Premium | 90-Day Media Replacement and Conformance |
| HCS Hitachi Command Suite <ul style="list-style-type: none"> • HDvM (Device Manager) • HTnM (Tuning Manager) • HRpM (Replication Manager) • HTSM (Tiered Storage Manager) • HDLM (Dynamic Link Manager) • HGLM (Global Link Manager) • HCmD (Command Director) | Premium | 90-Day Media Replacement and Conformance |
| HDI Hitachi Data Ingestor (Virtual Appliance) | Premium | 90-Day Media Replacement and Conformance |
| HDID Hitachi Data Instance Director | Premium | 90-Day Media Replacement and Conformance |
| HDPS Hitachi Data Protection Suite | Premium | 90-Day Media Replacement and Conformance |
| HID Hitachi Infrastructure Director | Premium | 90-Day Media Replacement and Conformance |
| HSA Hitachi Storage Advisor | Premium | 90-Day Media Replacement and Conformance |
| HSDP Hitachi Streaming Data Platform | Premium | 90-Day Media Replacement and Conformance |
| HSV Hitachi Storage Viewer Suite | Premium | 90-Day Media Replacement and Conformance |
| HVS Hitachi Visualization Suite | Premium | 90-Day Media Replacement and Conformance |
| Lumada | Premium | 90-Day Media Replacement and Conformance |

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Pentaho Support Features

| Deliverable | Standard | Premium | Enterprise |
|---|-----------|-------------------|-------------------|
| Named Maintenance and Support Services Contacts (Primary/Backup) | 1/1 | 2/1 | Number of cores * |
| Coverage | 8x5 | 24x7 ¹ | 24x7 ¹ |
| Support Cases | Unlimited | Unlimited | Unlimited |
| Knowledge Base Users | 5 | 20 | 20 |
| Assigned Pentaho architect | No | No | Yes |
| One-on-one guidance, mentoring and best practice discussions | No | No | Yes |
| Management of feature requests and support cases | No | No | Yes |
| Scheduled technical sessions with Pentaho subject matter experts | No | No | Yes |
| Internal VM replicated customer environment for faster resolution | No | No | Yes |

¹ 24x7 support coverage is only available for Severity 1 issues.

Footnotes

Hitachi Data Systems Support Services are subject to the following conditions:

- On-site presence is determined by HDS Global Support Center. Distance and coverage restrictions may apply.
- On-site availability: 50 miles/80 kilometers from an HDS Service Center. Subject to HDS discretion to extend coverage on a case-by-case basis.
- Target deliverable responses may vary by locations or geography.
- Spares target delivery dates are estimates that HDS uses to achieve commercially reasonable endeavors; however, actual delivery times depend upon external factors such as spares availability and logistics resourcing. HDS is not liable to the customer if actual delivery is delayed by these factors or any other factors that are outside of our control.
- Local business hours may vary by locations or geography.
- Same Day SLA refers to 7 days a week.
- Preventative maintenance is completed during activity window (break/fix).
- Global technical support response times vary by client impact classification (severity levels).
- Requests for on-site microcode updates outside of normal local business hours are billable services.
- Ongoing media replacement policy: For any flash drive, HDS will replace it free of charge, provided that Customer has a valid and current maintenance and support services contract that covers the drive.

HDS requires that all equipment and software that is installed as part of the same product offering to be subject to HDS support and service contract for that product offering, except in the case of third-party products supplied by HDS, but not maintained by HDS, for which you are required to obtain maintenance and support directly from the vendor of the third-party product.

HDS may periodically make changes to support service options to provide service efficiencies. We will make every effort to discuss those with you in advance, and such changes will only apply to new services after the change is announced.

The HDS Warranty Maintenance and Support Terms within your current HDS service plan, as well as other service contracts that you have with HDS, will include these terms. If there is an inconsistency between your existing terms and those outlined here, these terms will prevail. Please contact your HDS account representative or authorized partner if you wish to discuss.

Review Hitachi Data Systems complete terms and conditions at www.HDS.com.

Severity Levels Descriptions

■ Severity 1: Critical

Severe System or Application Impact. Impact is to an entire system, major business function or application.

■ Severity 2: High

Degraded or Severely Limited System Impact. Impact is to a portion of a system, major business function, geographical location or application.

■ Severity 3: Medium

Individual User Impact. Individual(s) is (are) unable to perform required functions; work-around or circumvention is available.

■ Severity 4: Minor

Minimal System Impact. Information only.

Customer-Replaceable Units (CRUs)

- A CRU is a subassembly of components or individual parts that the customer is authorized by HDS to remove and replace. All other components not designated here must be serviced by HDS or an authorized HDS representative.
- Installation of CRUs is the responsibility of the customer. Installation of all other non-CRU parts is performed by HDS.
- If HDS installs the replacement part, HDS will arrange for its return to an HDS facility. If a customer installs the CRU, the customer is responsible for returning the replacement CRU to a facility designated by HDS.

VSP Warranty Service Exception

For Hitachi Virtual Storage Platform products, VSP Warranty and Maintenance service levels are equivalent to Standard Support. The Warranty and Maintenance Plus service levels are equivalent to Premium Support.

Disk Retention Option (DRO)*

- Forgives defective media return and any billable subsystem customer nonreturned media.
- All removable media, all products [hard disk drives (HDD), solid-state disk (SSD), flash module (FMD), and so forth]: all platforms and all products.

Microcode/Firmware Updates

- Effective October 1, 2015, HDS standard policy will be to deliver microcode/firmware updates remotely whenever possible.
- Sophisticated remote technology enables fast, efficient microcode delivery that doesn't require an engineer to travel on-site to the customer's location.

Installation Services

- Verify agreed-upon configuration.
- Configuration of RAID groups Logical Units (LUNs) is the responsibility of the customer or provided as an HDS Service.
- Physical inspection for shipment damage.
- Physical connection of cable interfaces to the storage system.
- Installation of as entering the supplied license key for storage-system-based software.
- Installation of operating system, Hitachi Base Operating System (BOS), and Hitachi Storage Virtualization Operating System on HDS equipment.
- Confirmation of maintenance provisions and call handling procedures.
- Training: basic handling of equipment and configuration.
- Performance period: Local Business Hours, Monday–Friday. Excludes Public Holidays at the location where services are provided.
- Notes:
 - On-site pre-delivery survey and off-hours install available: additional fee-based billable service.
 - Physical installation of HBAs is excluded.
 - Configuration of RAID groups Logical Units (LUNs) is the responsibility of the customer or provided as an HDS service.

Hi-Track Remote Monitoring Service

Enabling Hi-Track Remote Monitoring is required for all HDS service and support offerings:

- Remote monitoring service system.
- Free-of-charge support feature or facility: HDS Customer Support service offerings.
- Continuous monitoring 24/7.
- Secure controlled access: layered encryption and authentication.
- Advanced systems diagnostics: engineering-design embedded.
- Proactive predictive fault isolation.
- Reports system incidents and potential problems.
- Facilitates or enables real-time, rapid-action expert troubleshooting.
- Integrated and linked: HDS Support Services management systems.
- Provides and facilitates trend analysis and analytics.
- Customer-system site installation and implementation.
- Customer requisite: access and required equipment, telecommunications and so forth.
- Hi-Track system is HDS proprietary property.



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