

DESIGNATED TECHNICAL ADVISOR



Your Infinidat Technical Advisor (TA) understands your business and technical requirements. Your TA is available 24x7 to advise and support your IT operations.

Your Technical Advisor is invested in your success

- ▶ Single point of contact for support facilitation
- ▶ End-to-end understanding of your IT infrastructure, applications, network, virtualization, and storage
- ▶ Active participation in status calls to address upcoming updates or outstanding issues
- ▶ Periodic review of health and performance with a remediation plan for any uncovered issues

ALL INCLUSIVE SUPPORT SERVICES

✓	24x7 In-house Global Hotline and Support Portal
✓	Secure, proactive online system monitoring, reporting, and alerting
✓	Automatic issue detection, case creation, and fully auditable remote resolution
✓	Online, self-service case initiation and tracking
✓	Expedited access to specialized Support Engineers
✓	On-site service for critical issues
✓	Secure remote guidance with a Support Engineer for software upgrades and hardware service
✓	Support Team cross-trained for IT infrastructure and virtualization integration
✓	Designated Technical Advisor—your designated customer advisor and support liaison
✓	Periodic system status review with your Technical Advisor

HELPING YOU FOCUS ON WHAT YOU DO BEST

Your IT staff can focus on their day-to-day responsibilities because Infinidat monitors your systems to maintain optimal storage performance and availability. If an event occurs that requires additional support, Infinidat's proven support process ensures rapid resolution with minimal hands-on intervention.

If on-site work is required, it is monitored in real-time and guided by a Support Engineer to ensure all the correct procedures are followed. All work is validated to confirm the system's operational status. This guided approach greatly reduces the risk of unplanned downtime due to human error. At the end of the day, making sure our customers get a good night's sleep is the mark of a job well done.

"Best Customer Support, Zero Down-Time ..."^{*}

"This has been the best customer support experience of my career. Every interaction is with a trained, experienced professional. The response time is in minutes ..."

– Storage Engineer at a Healthcare Organization

*Gartner Peer Insights - <https://www.gartner.com/reviews/review/view/409375> Gartner Peer Insights reviews constitute the subjective opinions of individual end-users based on their own experiences, and do not represent the views of Gartner or its affiliates.

For details about Support and Professional Services, contact your Infinidat representative.