



Post-Warranty Maintenance



Overview of SLAs

BASIC: 9x5xNBD Parts

Includes 24x7x365 proactive monitoring, 9x5 remote technical support and access to customer portal for ticket tracking/resolution. Replacement parts are shipped NBD in the event of a failure and customer is responsible for all FRU/CRU issues with the help of Procurri's engineering team remotely by WebEx, e-mail, or telephone support. For any critical errors Procurri will send a FE onsite to customer location during 9am-5pm Monday thru Friday.

ENHANCED: 9x5xNBD Onsite

Includes 24x7x365 proactive monitoring, 24x7x365 remote technical support and access to customer portal for ticket tracking/resolution. A spare parts kit with all commonly failed parts for the supported system are kept on-site at customer location. Parts not placed in the spares kit are kept in strategic FSL and shipped/couriered via Priority overnight service. For any critical errors that cannot be resolved via Phone/WebEx Procurri will send an FE onsite to customer location.

PREMIUM: 24x7x4 Onsite

Includes 24x7x365 proactive monitoring, 24x7x365 remote technical support and access to customer portal for ticket tracking/resolution. High failure replacement parts are kept in one of our strategic FSLs and in the event of a failure, a FE will be at customer location within a 4hr window of failure diagnosis 24x7x365.

	Basic	Enhanced	Premium
Remote Technical Support			
Ticket Submission/Tracking in Portal	X	X	X
24x7x365 Proactive Monitoring	X	X	X
9x5 Remote Phone/Web Support	X	X	X
24x7 Remote Phone/Web Support		X	X
Onsite Technical Support			
9x5 NBD Onsite Support		X	X
24x7 NBD Onsite Support		X	X
24x7x365 Next Day Onsite Support			X
24x7x365 4-Hour Onsite Support			X
Depot Services & Logistics			
System Repair	X	X	X
Parts Testing	X	X	X
NBD Parts Replacement	X		
High Failure Spares at FSL or Onsite		X	X
Advanced Support			
Troubleshooting/Diagnostics	X	X	X
Direct Escalation to Level 3 Engineers	X	X	X



Why Choose DTC Maintenance & Support?

Same OEM Experience For Your End Users

Proactive Monitoring

Proactive automated error notification via call/email home for immediate correction on all SAN components. All systems under our support are proactively monitored 24 hours per day, 365 days per year to minimize the risk of unnecessary downtime.

OEM Certifications / Level 3 & 4 Engineers

Cisco CCIE, Technical Architects in VNX, CLARiiON, DMX, Symmetrix, VMAX, XtremeIO, Isilon, Data Domain, and Avamar. Also expert level certifications for NetApp, VMware, Brocade, Microsoft, Hitachi Data Systems, HP Left Hand, FalconStor and Healthcare vertical/Fuji PACS

Superior Spare Parts Replenishment

All spare parts are tested to comply with OEM standards for replacement components. Sectorby-sector Drive Validation and Power on Hour (POH) Testing is carried out to ensure all disks going back into a customer's environment are reliable and well below the manufacturers predetermined useful life/runtime threshold.

Professional Services

Software Support for implementation, connectivity and configuration assistance. Best practice reviews, performance tuning, capacity analysis SAN Health Checks and general assessments, all done by OEM certified engineers.

Global Footprint

DTC offers more than 600 Forward Stocking Locations across the globe and is currently providing support in more than 80 countries worldwide.

Data Erasure

On-Site and Remote. Both physical destruction and wiping

Exceptional Customer Service

DTC help desk operators are responsible for logging all incidents and either resolving immediately or escalating the incident to one of the Level 3 technicians that oversee each and every shift. All tickets are tracked in the customer portal to ensure SLAs are met and to give full visibility into all incidents to ensure quick resolution and the best end user experience possible.



Supported Products

EMC: CX, AX, VNXe, VNX, DMX, Symmetrix, Isilon, Data Domain, CDL and EDL, RecoverPoint, Avamar, Celerra, and Centera

NetApp: All FAS Series

Brocade: All Fibre Channel Switches and Directors

HP: All 3Par and Left Hand as well as all Servers

Hitachi: All AMS and WMS Series. USP, USP-V, USP-VM, VSP, HUS-VM, NSC55, 9200, 8500 and 9900 Series

Dell: EqualLogic, Compellent, and All Dell rebranded EMC storage and all servers

Data Domain: All DD Appliances

Isilon: All Isilon Clusters

Cisco: All Catalyst, Nexus, and UCS platforms

IBM: All xSeries, pSeries, zSeries, and iSeries

Submitting Quote Requests

Formal quotes will be provided by your DTC Sales Representative and will require system collects/diagnostics. Quotes will be turned around within 24 hours. You will need to include the following:

- **SLA**
- **Term of Contract**
- **Install Location(s)**
- **System Collects** (see next page)



System Collects

Systems	What We Need To Provide A Quote
CX, AX, VNX, VNX2	SP Collects
VNXe	Service Data (or Logs and Dumps)
EDL and CDL	SPCollects and Xrays
Avamar and RecoverPoint	Need Generation, Model # (or Part #) , and node size
DMX, Symmetrix and VMAX	IMPL.BIN or WebEx Discovery Call
Centera	Health Report
IBM	Model Number and Serial Number
Data Domain	Autosupport
Isilon	Isi Gather & Status
NetApp	Autosupport
Brocade	Support Saves (or LicenseShow and ChassisShow)
HDS	HiTrack Referral & WebEx Discovery
Dell	Service Tags
HP and Cisco	Contact your sales rep as it depends on make and model

Service Requests

The Ticketing Procedure

Email our 24x7 Response Center **Contact@DTC1.com** with the following information:

1. Provide your contact details (name, telephone, email address, and location)
2. Provide severity level and brief description of the issue
3. Provide device serial number

Service Escalation

DTC Support Hotline: 1 (800) 700 - 7683

DTC Headquarters: (909) 466 - 7680

Service Delivery

All Reporting is captured through our portal.