

Arrow Support Services - StorageGUARD

Support Services are a key component of the Arrow Strategy and the value add delivered to channel partners. They complete Arrow's end-to-end approach of combining technical solution provision with quality services to help partners manage and maintain their customer estates.

Arrow has invested heavily to be able to offer today's range of support services, utilising exceptionally high-level resources and a knowledge that spans over 15 years of experience. This infrastructure allows us to achieve in-house resolution rates in excess of 95% as well as outstanding customer satisfaction levels; thanks to 5 Global Support Centres with 600 dedicated engineers, offering 24x7 coverage in more than 160 countries.

Arrow StorageGUARD Service

Arrow StorageGUARD is a best in class software and hardware support service delivering exceptional service for NetApp infrastructures. Built on Arrow's extensive experience of storage solutions and on Arrow support resources certified by NetApp. Arrow StorageGUARD provides the continuity of service and data protection needed by partners and their clients alike; it ensures optimal performance of NetApp storage technology, and maximises return on storage investment.

As a leader in the provision of NetApp infrastructures, Arrow has developed know-how that allows its clients to benefit from advanced support services for this vendor. Arrow StorageGUARD's flexible design, multiple service levels, proactive approach and fast response times delivers a support offering that matches customer business requirements at the right value.

Why sell Arrow StorageGUARD?

- No investment: StorageGUARD delivers NetApp approved support to your local and global customers without the cost of you investing in an internal 24x7 dedicated support team.
- Rely on experts: Deliver customers Premium Telephone Support and On-site Hardware Services with qualified, experienced NetApp engineers
- Peace of Mind: Outsource to a trusted partner with experience in expert support delivery:
 - Arrow is NetApp's largest partner globally and is a NetApp « Support Services Certified » SSC Partner with over 7 years of experience in supporting the technology in Europe
 - Certified ISO27001 service delivery
 - Multi lingual capabilities
- Offer your customers a cost-effective alternative to vendor support with greater service options
- Deliver an end to end solution to your clients with high quality of service ensuring high clients retention
- More flexible and comprehensive support service options than NetApp
- Arrow Service levels match or exceed the SLA of the vendor, but also have additional options that bridge the gap between NetApp's Standard & Premium offerings
- Additional revenue and margin opportunities on all new product sales and on renewals across your NetApp installed base
- Specialist renewal service to help keep hardware & software support contracts up to date
- Technical refresh scheme alerts 90 days prior to the end of contracts with a renewal offer and pricing for the latest technology

What do your customers get with Arrow StorageGUARD?

- Proactive advice and support via automated performance control tools and regular health checks
- Rapid 24x7 remote and on-site service availability with stringent SLAs
- Reduced downtime and service outage
- Guaranteed vendor escalation and back end support
- Access to NetApp Support NOW Website for on-line training, documentation and knowledgebase
- Access to technical assistance to answer any queries linked to the NetApp architecture to maximise return on investment
- Availability of multi-lingual support in most of the countries for ease of communication with our technical experts
- Local touch with worldwide coverage
- Flexible service offerings to match specific business requirements
- Service consolidation: additional multi-vendor support covering more than 20 other technologies

Service Description

Arrow StorageGUARD offers three levels of support, providing flexibility to choose a program that suits your business and your existing in-house NetApp skills. The Standard and the Premium Service levels mirror the options offered by the vendor. The Arrow **StorageGUARD Essential** service offers a unique SLA and is the most popular and our recommended service.

All offerings cover 24x7 remote telephone support, target response objectives and replacement parts as a minimum.

Service Options include:

- Enhanced hardware replacement options up to 24x7x4 on-site with engineer
- Disk retention
- Health Check Reports to maximise storage performance, increase ROI and minimise ongoing costs
- Access to enhanced Advice Line for pro-active assistance and advice to maximise NetApp functionality
- Storage System Installation and System Upgrade Consultancy

Service Packages

- **Standard** – a base level of 24x7 software telephone support with Next Business Day spare parts
- **Essential** – comprehensive support offering enhancing Standard support to include an engineer onsite where required, we recommend our Essential service as a minimum
- **Premium** – our highest level of service offering provides the high levels of support included in the Essential service with the addition of access to an advice line & two storage health checks during the life of the contract

StorageGUARD program

| | STANDARD (NetApp SupportEdge Standard equivalent) | ESSENTIAL Arrow StorageGUARD feature only. Not available from NetApp | PREMIUM (NetApp SupportEdge Premium equivalent) |
|--|---|--|---|
| Remote Support | | | |
| 24 x 7 Remote Telephone Support | Y | Y | Y |
| Remote Technical Support Response Targets | | | |
| Priority 1 | 30 min | 30 min | 30 min |
| Priority 2 | 2 hrs | 2 hrs | 2 hrs |
| Priority 3 | 4 hrs | 4 hrs | 4 hrs |
| Access NetApp Support Website | Y | Y | Y |
| Remedial Software Updates | Y | Y | Y |
| Remedial Software Updates – Remote installations | N | Y | Y |
| Enhanced Advanced Replacement Part | NBD – 4H* (with onsite* options) | NBD – 4H* (with onsite* options) | 4H (with onsite* options) |
| Hardware Support | | | |
| On-site Troubleshooting – Remedial Updates | N | Y | Y |
| On-site Troubleshooting – Technical Support | N | NBD | NBD |
| 2 x Storage Availability Report/ Healthcheck per filer per annum** | N | N | Y |
| Enhanced Services | | | |
| Advice Line – Business Hours** | N | N | Y |
| 24 x 7 Access to NetApp Support Web Site | Y | Y | Y |
| Unlimited Software Updates (customer download) | Y | Y | Y |
| Non-Returnable Disk | Y* | Y* | Y* |

* Additional Charge

** Unique feature of StorageGUARD Service

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Online
arrowecs.co.uk/services

