



Support policy and lifecycle

Support levels

StorMagic's support policy consists of Pre-Sales Support, Gold Support and Platinum Support. These support plans contain varying levels of support in relation to response time, supported hours and the type of service. In addition, **StorMagic** support requests are categorized in three levels depending on the severity of the issue:

Low - An issue caused by **StorMagic** software but production systems are still operational.

Medium - An issue caused by **StorMagic** software preventing production systems from functioning properly but a workaround exists.

Critical - An issue caused by **StorMagic** software preventing production systems from being operational.

Pre-sales support

When a customer is in the trial period they will receive Gold Support, a demonstration and assistance with the first installation.

Levels of support

	Gold	Platinum
Hours of operation	9 hours a day, Monday – Friday	*24 hours a day, 7 days a week
Length of service	1, 3, or 5 years	1, 3, or 5 years
Product updates	Yes	Yes
Product upgrades	Yes	Yes
Access method	Email/web chat	Telephone/email/web chat
Response method	Telephone/email	Telephone/email
Remote support/webex	Yes	Yes
Access to knowledge base	Yes	Yes
Access to documentation	Yes	Yes
Disaster recovery assistance	No	Yes
Performance tuning	No	Yes
Upgrade assistance	No	Yes
SAN solution configuration	Yes	Yes
Maximum number of support administrators per contract	2	4

Number of support requests	Unlimited	Unlimited
Target response times		
• Low	12 business hours	8 business hours
• Medium	8 business hours	4 business hours
• Critical	4 business hours	1 hour, 24 hours a day, 7 days a week, 365 days a year
Business hours	Monday – Friday	Monday – Friday
• Europe	8am – 8pm (GMT/BST)	8am – 8pm (GMT/BST)
• North America	5am – 5pm (CST/CDT)	5am – 5pm (CST/CDT)

*Global, 24x7 support for critical issues

Lapsed support and penalties

StorMagic will endeavour to notify customers when support contracts require renewal. Should a support contract be allowed to lapse or is out of date, access to support staff, patches and bug fixes will be unavailable until a new contract is in place. It is not always possible to process new requests immediately and may take several days for a new contract to be in place. Support will not be offered in this period.

The new support contract will be backdated to the date when the original support contract lapsed. This period will be charged for at the current support rate plus a 20% penalty. The minimum of 1 year's support must also be purchased to ensure there is a current valid support contract in place. This period will be charged at the standard rate.

Product support lifecycle

StorMagic will offer 7 years support from the general availability of a new major release. Support is divided into general support and technical guidance.

- General support will be provided for 5 years from general availability or a major release. The first 2 years of general support includes regular updates, bug fixes and access to **StorMagic** technical support staff. Regular updates may be discontinued after this period which would necessitate upgrading to a more recent version of **StorMagic** software to resolve any issues. Contact with technical support staff will be provided for the entire 5 year period.
- Technical guidance will be provided for 2 years following general support but must be purchased before general support expires. **StorMagic** will try to provide workarounds for supported configurations which follow the best practices outlined in the deployment guide. If a customer encounters a critical issue, **StorMagic** will recommend upgrading to a newer version of the software.

Version	General availability (YYYY/MM/DD)	End of support (YYYY/MM/DD)	End of technical guidance (YYYY/MM/DD)
SvSAN 5.3	2016/01/05	2021/01/05	2023/01/05
SvSAN 5.2	2014/09/16	2019/09/16	2021/09/16
SvSAN 5.1	2013/12/05	2018/12/05	2020/12/05
SvSAN 5.0	2012/08/24	2017/08/24	2019/08/24
SvSAN 4.5	2011/10/18	2016/10/18	2018/10/18
SvSAN 4.4	2009/08/26	2014/08/26	2016/08/26

Additional services

Site visits

StorMagic can supply, on request, on-site engineering support to oversee installation or to provide training. This is charged at \$1500 per day plus expenses.

Upgrade assistance

The Gold Support contract does not include Upgrade Assistance. If Upgrade Assistance is required, it can be purchased at a rate of \$150 per occasion.

