

SupportSuite

Introduction

SupportSuite is a comprehensive support program for SvSAN. Our certified support staff are available to answer questions, assist with installation and resolve potential issues you have.

SupportSuite provides you with the peace-of-mind you need for your IT environment. SupportSuite is a consolidated and easy approach to providing instant access to support resources along with timely software updates. It's an expedited means to answer and resolve questions as well as ensuring that your StorMagic software is updated to the most recent revision without the hassle. SupportSuite includes automated updates (including support for vSphere 4.0), KnowledgeBase access, live-chat and email support.

StorMagic provides various SupportSuite options to not only serve your technical needs, but also fit your budget.

Benefit from quick and efficient tools such as live chats, a personalized database and automatic updates to your SvSAN.

"To be able to create a high-availability infrastructure with shared storage for less than \$2,000 is rather unique. To have it include responsive and thorough technical support is indispensable"

- Mitsis LLC ★★★★★

Overview

For customers just getting started with SvSAN, SupportSuite helps you start your server virtualization journey by providing initial installation support. Shouldn't support initiate right from the installation? We believe so.

IT administrators are well aware of the challenges associated with any IT environment. SupportSuite alleviates the worries that come with everyday IT risks by providing a seamless and automated support infrastructure. Staying ahead of your ESX environment is integral to the survival and continued growth of your organization.

SupportSuite is extended to customers from 6 AM to 6 PM (Central US) Monday through Friday, excluding major holidays. European and international customers are provided with support 9 AM to 9 PM (GMT). A four-hour response time is guaranteed for



customers with SupportSuite contracts.

StorMagic's Live Chat feature is an easy and efficient way to directly contact StorMagic

support personnel for general support and higher severity related issues.

SupportSuite also includes access to Knowledgebase, your personalized database to log support cases and access StorMagic's online resources. These resources include manuals, guides and FAQ's that address many common

questions.

Your SupportSuite package also includes automated free software updates to your SvSAN software. As new features and fixes become available, you will receive automatic notification. You'll never have to worry about new features, vSphere 4.0 ,or any software updates again.

SupportSuite Options

Annual maintenance & support for SvSAN: Standard Level (9x5)

Annual maintenance & support for SvSAN HA: Standard Level (9x5)

Annual maintenance & support for SvSAN (4 TB & HA): Standard Level (9x5)

Annual maintenance & support for SvSAN (8 TB & HA): Standard Level (9x5)

Annual maintenance & support for SvSAN (unlimited capacity & HA): Standard Level (9x5)

Features	Basic Support	SupportSuite
E-Mail and Web Based Support	✓	✓
Standard Business Day Availability	✓	✓
Live Chat		✓
Automated Software Updates		✓
4 Hour Response Commitment		✓
KnowledgeBase Database		✓
Access to Online Resources		✓