



# Avere Global Services

Customer Support Services for FXT Series Edge Filers

## Key Benefits

- Exceptional technical and vendor domain knowledge
- World-class support for large enterprises to small businesses
- 24x7x365 phone, email, and web support
- Global coverage
- 4-hour or next-day parts replacement
- Silver, Gold, Platinum, and Secure service levels available
- Remote support capabilities including automated early warnings and system information uploads
- Customer portal for managing cases and accessing software and product information
- Mission Critical member of TSANet

Avere Global Services (AGS) complements the industry-leading NAS functionality of the FXT Series Edge Filers with world-class software and hardware support services to provide a complete solution that is easy to use, maintain, and grow.

## World-Class Support

AGS provides world-class customer support to organizations of all sizes, from Fortune 500 multi-national enterprises to regional small-to-medium businesses. The support center operates 24x7x365 to provide around-the-clock support to customers worldwide. The Avere customer support team has deep domain knowledge in storage, file system, and networking technologies as well as years of experience with related products from NetApp, EMC, Oracle, Cisco, and others. The customer support team is tightly integrated with the engineering team at the Avere R&D headquarters to enable the fastest response possible to customer issues.

## Service & Support Overview

AGS provides a comprehensive set of offerings to cater to any customer requirements. No matter how strict your requirement or how tight your budget, AGS has a offering for you.

	Silver	Gold	Platinum	Secure
Term	1-5 Years	1-5 Years	1-5 Years	1-5 Years
Hardware Replacement	After return of failed unit	Next Day	4 Hour*	4 Hour*
24x7x365 Phone, Email, and Web support	Yes	Yes	Yes	Yes
Documentation	Yes	Yes	Yes	Yes
Software Release Notes	Yes	Yes	Yes	Yes
Maintenance Patches	Yes	Yes	Yes	Yes
Minor Releases	Yes	Yes	Yes	Yes
Major Upgrade Releases	Yes	Yes	Yes	Yes
No Return Drives	-	-	-	Yes

\*3rd-Party Provider

## Global Coverage

AGS operates 24x7x365 to provide around-the-clock support to customers worldwide. Stocking depots are available to deliver 4-hour and next-day replacement parts. Onsite spares are also available to provide replacement parts in remote areas. Phone interpreters are available to communicate in more than 100 native languages.

## Services Overview

### World-Class Support

- Exceptional technical (e.g. storage, file systems, networking) and vendor (e.g. NetApp, EMC, Oracle, Cisco) knowledge
- Tightly integrated with R&D
- Experience with Fortune 500 and SMB customers

### Comprehensive Service Offerings

- Silver, Gold, Platinum, and Secure service levels available
- Accommodate strict customer requirements and budgets

### Global Coverage

- 24x7x365 support to accommodate customers worldwide
- Stocking depots deliver 4-hour and next-day replacement parts
- Communication in over 100 languages

### Remote Support Capabilities

- Automated systems provide early warnings
- System information uploads for problem diagnosis
- Remote support via WebEx

### Customer Portal

- Manage support cases
- Download software and documentation
- Access information including KB articles product updates

### TSANet, Technical Support Alliance

- Avere is Mission Critical member
- Ability to engage 3rd-party hardware and software vendors

### Platinum Service Provider

- 3rd-party global parts logistics
- Ensures 4-hour replacement
- Worldwide availability
- Thousands of experienced service and support professionals located worldwide

## Remote Support Capabilities

AGS provides remote support capabilities that bring the benefits of hands-on diagnosis and support to any worldwide location. Automated systems provide early warning signals to enable proactive treatment of conditions before problems arise. System information uploads provide the customer support center with the precise product status information needed to diagnosis any problem. Remote support via WebEx enables customer support engineers to work directly on impacted systems to address issues as quickly as possible.

## Customer Portal

AGS provides each customer with a portal into the Avere customer website to provide a single point of access for everything related to Avere support. From the portal, customers can manage support cases, download software and documentation, and access a wealth of information including knowledge-base articles and product updates.

## TSANet, Technical Support Alliance

TSANet is a vendor-neutral global support alliance where companies work together to support mutual customers more effectively. As a Mission Critical member of TSANet, Avere Systems is committed to providing 24x7x365 coverage for the most demanding application environment. Avere can directly initiate a high-priority case with another vendor in order to quickly resolve problems at a joint customer site. Other vendors participating in TSANet include NetApp, IBM, HP, Oracle, Microsoft, EMC, and VMware.

See [www.tsanet.org](http://www.tsanet.org) for more information.

## Platinum Service Provider

AGS partners with a 3rd-party global logistics company to provide 4-hour parts replacement. With our partner, AGS has thousands of experienced service and support professionals across the globe. Platinum service is available worldwide; please contact Avere support for availability in your specific location.

