

First Call Support for NetApp

Your single point of contact for full lifecycle support



Whether you're running mixed applications in a shared, virtual environment or working in the cloud, downtime is not an option. Pivot Technology Services First Call Support for NetApp keeps your business charging forward at lightning speed.

Any time, any day

Even NetApp's best-of-breed components are not trouble-free. Usability or compatibility issues can arise. And when they do, you need a local partner who knows your IT environment and business requirements to provide the most effective support available.

Regardless of where you purchased your NetApp products, call Pivot at any time, any day of the week and speak directly to a certified engineer who will diagnose and troubleshoot the problem or facilitate seamless escalation as appropriate. We don't consider the problem resolved until you are completely satisfied. In fact, we utilize an ITIL-based system to track client assets and seamlessly manage maintenance and support agreements.

More than a Service Desk

The increasing complexity of today's data center requires dedicated operational resources. Allocating the majority of your IT budget to management, maintenance and support means that innovation falls short. Pivot NetApp First Call support frees your IT staff from the tedious and time-consuming troubleshooting and problem resolution processes to focus on new initiatives to drive business. More than a service desk, Pivot has deep industry knowledge and understanding of your unique IT infrastructure. We take support beyond remediation to advise you on upgrades and new products that will better serve you now and in the future.

Pivot provides First Call support for the following NetApp solutions

- FAS Series
- V-Series
- E-Series
- Cluster Mode
- FlexPod
- Flash Accel
- Flash Cache, NetApp Virtual, Storage Tier
- OnCommand Management Software
- StorageGRID
- MetroCluster
- SnapShot Products

Pivot First Call Support for NetApp includes

- 24x7 support
- Centralized call center
- 99% customer satisfaction rate
- 98%+ problem resolution rate without escalation
- Dedicated support contact
- Single number for support
- Faster response times
- Escalation support and management process
- Contract administration process
- Problem re-creation labs



A NetApp Expert

Pivot is a Support Services Certified Partner (SSCP), and as such, is certified to offer and support all NetApp products and solutions. Specifically, we hold the following NetApp certifications: NASP, APAP, NCDA, NCIE-SAN, SVAP and NPSC.

Pivot is a NetApp Star Partner, the highest NetApp partner level. Our dedicated team of experts includes:

- NetApp Partner Sales Professionals
- NetApp Partner Systems Engineers
- NetApp Partner Installation Engineers
- NetApp Partner Implementation Engineer Specialists



Star Partner



Why PTS?

Pivot, through its portfolio companies, designs, sells, integrates and supports IT solutions—including hardware, maintenance and support—engaging clients in all aspects of their IT Lifecycle Management.



**Integrated Data
Center Solutions**



**Desktop, Mobile
Computing & Collaboration**



**Managed Services
& IT Operations**



**Public, Private &
Hybrid Cloud**



**Application Infrastructure
Solutions**



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