



# VEXATA SUPPORT

## Global Support

Vexata Systems are qualified for the most demanding applications related to Data Warehouse, Analytics, High-speed Transaction Processing and many more. Vexata has taken a solutions based approach that translates the array's tremendous capabilities into tangible benefits for end customers and their applications.

Vexata Customer Support offers a variety of services that helps our customers achieve their business goals and fully leverage their investment. With the purchase of one of our comprehensive support options, customers can have complete confidence that Vexata support staff and subject matter experts are always available 24x7x365 to answer questions and resolve their support incidents.

## Support Service Level Offerings and Their Benefits

Vexata offers Basic, Business and Enterprise Support Services that are designed to provide a range of options that fits our customer's business priorities and objectives. Vexata allows customers the flexibility of adjusting their support levels as their business requirements change over time.

### BASIC SUPPORT:

Includes 24x7x365 unlimited access to global technical support, software maintenance releases, call home functionality, software minor upgrades, and 3-5 business day hardware delivery. With this option, part replacement training will be provided for all field replaceable units (FRUs).

### BUSINESS SUPPORT:

Includes 24x7x365 unlimited access to global technical support, software maintenance releases, call home functionality, software minor upgrades, and on-site next-business-day hardware replacement.

### ENTERPRISE SUPPORT:

Includes 24x7x365 unlimited access to global technical support, software maintenance releases, call home functionality, proactive monitoring, software minor upgrades, remote training and on-site 4-Hour hardware replacement.

## Support Services at a Glance

DEFINITION OF SERVICE	BASIC	BUSINESS	ENTERPRISE
UNLIMITED TECHNICAL SUPPORT	9AM-5PM Local Business Hours	24x7x365	24x7x365
BUG FIXES AND SW UPDATES	√	√	√
MINOR SW UPGRADES	√	√	√
CALL HOME FUNCTIONALITY	√	√	√
PROACTIVE MONITORING			√
REMOTE TRAINING			One Session/Year
FRU DELIVERY & REPLACEMENT*		Next Business Day**	4 Hour
FRU DELIVERY***	3-5 Business Days (Int'l Locations vary)		
FRU REPLACEMENT TRAINING	√		
FRU REPLACEMENT	By Customer		

\*No-Return Option is an upgrade that is priced and sold separately according to support model and system configuration.

\*\* Cut off time for NBD Delivery is 3:00 PM Local Time during Business Days (US Only).

\*\*\* 3 to 5 Business Days are for most locations. For certain countries it may take longer. (Check with Support for addition details)



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## Proactive Monitoring

This option allows for Vexata Support to receive all alert notifications generated by the system and pro-actively open a case to analyze the data, diagnose the severity and possible impact, and provide suggestions for corrective action.

## Remote Training

By subscribing to Enterprise Support, our customers are entitled to receive one session of remote training per calendar year. Each session will be 2 to 3 hours. Customers are required to provide an advance notification of 2 business weeks to Vexata Support team to schedule the training.

## FRU Replacement Training

By subscribing to Basic Support, our customers are entitled to receive on-site or remote training for part replacements. The on-site training will be performed at the time of product installation, only if performed by Vexata Professional Services staff. For remote training, the customers are required to login to Vexata support portal and review the training videos. Support staff are available to at any time to assist customer technical staff, and answer any question during the training or part replacements.

### IMPORTANT NOTICE

All customers with Enterprise support agreements are required to register their Vexata Systems with a Vexata support email address, and configure a cloud portal to allow Vexata Support to receive any system alert notifications and log files 24x7x365. Failure to do so will prevent Vexata Support from receiving the required data and automatically releases Vexata Support from any responsibilities towards fulfillment of this function.

## Bug Fixes & Software Updates

Any new release of the Vexata SW that improves the function of the product without adding any significant new features. Normally identified by an increment to the Z numerals in X.Y.Z product release identification.

## Minor Software Upgrade

A new release of the Vexata software that introduces minor new features and functionality. Normally identified by an increment to the Y numeral in the X.Y.Z product release identification.

## Handling Your Cases

When you contact our support center, a case will be created in our Call Tracking application system. A technical support

engineer will be assigned to the case and will contact you no later than our targeted initial response times outlined below, to collect additional information needed to analyze the problem, and advise on the necessary steps to resolve the case. If the issue is not resolved with the first response, the designated support engineer will be in further contact with you to continue the troubleshooting process until a suitable solution or workaround is reached. The support engineer will be in further contact with you to continue the troubleshooting process until a suitable solution/workaround is reached.

## Initial Response Time Objective

Vexata will acknowledge any reported incident, question or feature request within the following time frames, according to its priority and severity levels. (See definitions below in Business Hours).

SERVICE LEVEL OBJECTIVE	BASIC	BUSINESS	ENTERPRISE
SEVERITY 1	4 Hours (business hours) (Must be reported by phone)	2 Hours (24x7x365) (Must be reported by phone)	1 Hour (24x7x365) (Must be reported by phone)
SEVERITY 2	8 Hours	4 Hours	2 Hours
SEVERITY 3	8 Hours	8 Hours	4 Hours
SEVERITY 4	16 Hours	16 Hours	8 Hours



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## Severity Definitions

For each service request, a severity level is assigned to each case according to the impact on the customer using industry-standard definitions. The severity level may be upgraded or downgraded by customer at any time. Vexata Support uses the following severity guidelines for its targeted response time, and prioritization:

### SEVERITY 1

Critical/Severe Error End User or workgroup cannot perform normal job functions.

- System/Software down
- Data unavailable
- System or software will not install
- Critical resource unavailable needing immediate assistance
- Major system function is unavailable

### SEVERITY 2

Major functionality impact. Degraded level of service. Workaround solution required. System cannot go live.

- Moderate degradation of system functions
- Repeated failures or error messages
- Error might create intolerable delays if not addressed
- New install with major Errors, not yet impacting go live date

### SEVERITY 3

Minor issue has or will affect End User productivity. Workaround exists, but Error must be fixed. System can go live, but with some level of degradation that is acceptable to End User in short term.

- Failure in software component that is non-critical
- Failure of redundant component
- Implementation phone support required in area of unfamiliarity

### SEVERITY 4

Informational – “No End User” business impact.

- “How to” questions
- Documentation issues or Enhancement requests
- General administration and configuration enquiries

## Hardware Repair and Replacement

Vexata Support options provide a cost effective and predictable service to meet customer hardware support requirements. For customers with Enterprise Support, part delivery is 4 hours after the problem is diagnosed. When Vexata Field Service Technician installs the replacement part, he/she will arrange for the part to be returned to a Vexata facility. For customers with Business Support, the part delivery is Next Business Day (NBD). The cutoff time for NBD delivery of Spares and/or arrival of Field Service Technician is 3:00 PM local time during US business days.

### PLEASE NOTE:

Please note that a Vexata qualified field service technician will perform all parts replacements on-site.

## Support Case Escalation

You can escalate a support case at any time by contacting the Head of Support at Vexata. Support escalation may occur because your expectations of an issue resolution are not in line with the outlined action plan and timeframes that follow the normal resolution process. Once the issue is escalated, the Head of Support will create a task force consisting of Engineering, Product Management and Sales Engineering and will formulate an action plan and timeline to properly address the issue. The action plan and timeline will be shared with you, checkpoints will be scheduled and the milestones determined, and agreement sought on the closure criteria of the escalation. During this time, regularly updates are provided on the progress as agreed upon, until the issue is resolved.

## No-Return Service (Upgrade)

This option is priced and sold separately according to the selected support model and system configuration. This support upgrade provides customers with the option to receive a replacement part without having to return the defective unit. Note that for the ESM and IOC modules, a **"Certificate of Destruction" is required.**

### HOW TO CONTACT US

You Can Reach Vexata Support  
 By Phone or Email:  
 Toll Free (within USA) :  
 1(877) 783-9282  
 or 1(877) 7 VEXATA  
 Outside USA: 1(408) 709-1209  
 E-mail: [support@vexata.com](mailto:support@vexata.com)

### ABOUT VEXATA:

Vexata is the leader in active data management solutions. Vexata's unique breakthrough enterprise offerings enable transformative performance and scale from database and analytics applications. With unparalleled ability to consume the latest in media like NVMe Flash and now Optane™ SSDs, Vexata systems deploy simply and seamlessly into existing storage environments. Learn more at [www.vexata.com](http://www.vexata.com)