



Infortrend ESVA™ Service and Support

In today's competitive environment, downtime can mean not only profit loss but business fatality. To help users achieve the highest data availability, Infortrend bases the ESVA Series on High Availability (HA) hardware platform and enriches it with comprehensive data services. However in many cases, the problems causing system downtime go beyond data availability. Then users need professionals to help them diagnose and resolve the issues. As a complete storage solution for mission-critical applications, the ESVA provides enterprise support.



- **Hardware and software warranty, next business day replacement part dispatch and around the clock support** taking the worry out of users' operations
- **3-year Standard Service shipped with all ESVA systems** at no additional cost
- **Upgrade programs** providing additional protection for critical applications with prompt onsite assistance

No matter what technical problems users encounter, our capable and experienced support team can efficiently minimize their threats to business continuity. ESVA's worry-free services make users feel more at ease on their road to business success.

	STANDARD SERVICE	ADVANCED SERVICE	PREMIUM SERVICE
Hardware warranty	V	V	V
Replacement part dispatch on the next business day*	V	V	V
Software update	V	V	V
24x7 remote support via phone call, web and email	V	V	V
Onsite diagnostics on the next business day*		V	
24x7 onsite diagnostics in 4 hours			V

* Monday-Friday, 9am-6pm local time

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