



# Tegile IntelliCare™ Proactive Support

Phone Numbers		
<b>North America</b> Toll-free: (855) 483-4453	<b>Europe</b> Toll-free: 0800 234 2044 Belgium: 0800 261 89 Germany: 0800 184 4300 Netherlands: 0800 022 7749 Switzerland: 0800 554 337	<b>Asia-Pacific</b> 1 (800) 937-949 (toll-free in Australia)
Email	Web	
support@tegile.com	support.tegile.com	

## Overview

End users are entitled to Proactive Support when they order and pay for Support as provided in the sales order. Standard, Premier and Lifetime Storage support packages are available from Tegile IntelliCare™. Proactive support does not include Hardware or Software installation, training and consulting services.

## Limited Warranty

Every Tegile Array and Expansion Shelf comes with a 90-day limited warranty. The warranty includes:

- 24x7 support via phone and email
- Next business day hardware replacement for defective parts
- Software updates

## Software Updates

Software Updates are performed with a web-based UI and don't require outages or downtime. Tegile also provides a pre-upgrade health check to all customers via our knowledge repository, so you can ensure seamless upgrades to the array, host, network, and infrastructure. In addition, Tegile offers upgrade assistance if you need the expertise of a Tegile engineer for your upgrade.

## Support Response and Escalation Times

Access support via phone, email, or web. Additionally, all arrays have call-home functionality, making it easy for users to address proactive and "action required" alerts.

Urgency	Response Time	Escalation to L2	Escalation to L3
P1	<15 Mins.	30 Mins.	60 Mins.
P2	<60 Mins.	2 Hrs.	4 Hrs.
P3	<4 Bus. Hrs.	16 Hrs.	32 Hrs.
P4	<8 Bus. Hrs.	As necessary	As necessary

## Replacement Parts and Spares Kit

Tegile systems contain redundant hardware components to ensure a complete fault tolerant solution. The delivery of Field Replaceable Units (FRUs) to replace failed components are based on the level of support that end users purchase.

- Standard Support provides replacement parts the next business day (if request is received before 3 p.m.).
- Premier and Lifetime Storage Support includes a kit of replacement parts (controller, storage media, power supply, connectivity cards etc.) that are stored on-site with the customer for immediate use.

## Education and Training

Tune into our regular Tech Talk webinars for interactive training and enjoy access to resource documents, best practices guide, and reference architectures.

Support Offerings	Standard	Premier	Lifetime Storage
<b>Customer Care</b>			
24 x 7 telephone and email assistance	✓	✓	✓
Access to IntelliCare™ cloud-based monitoring and analytics <sup>1</sup>	✓	✓	✓
IntelliShell Remote Access	✓	✓	✓
Proactive event notifications and case generation	✓	✓	✓
<b>Hardware Replacement</b>			
Refresh to the latest hardware <sup>2</sup>	Not Available	Not Available	✓
Availability of replacement parts	Next Business Day	Onsite Spares Kit	Onsite Spares Kit
Guided component replacement	✓	✓	✓
4-hour onsite "Smart Hands" parts replacement	Not Available	✓	✓
<b>Software Updates</b>			
Access to all software updates (major, minor, and maintenance releases)	✓	✓	✓
<b>Online Customer Community</b>			
Access to user and installation guides, knowledge base, communities, and other relevant documentation	✓	✓	✓
<b>Communications and Training</b>			
Access to Tegile customer community via Customer Connect!	✓	✓	✓
Monthly "Tech Talk" customer webinars	✓	✓	✓
Technical bulletins and service advisories	✓	✓	✓
<b>Advanced Services</b>			
Access to dedicated Technical Account Manager	Not Available	✓	✓
Quarterly system health checks	Fee-based Service	✓	✓
Quarterly account activity reviews	Fee-based Service	✓	✓
Quarterly account performance analysis	Fee-based Service	✓	✓
Quarterly environmental reviews	Fee-based Service	✓	✓

<sup>1</sup>Proactive alerts, data collection, trends with IntelliCare™, an opt-in customer care program offering cloud-based analytics to help you simplify storage administration and maximize the uptime of all your Tegile arrays.

<sup>2</sup>Refer to the Lifetime Storage Program.