

## HIGHLIGHTS

### Enterprise Level Support

- Remote and on-site support
- Streamlined offerings
- Cost-effective support without “hockey stick” uplift after end of contract
- One call away access to team VIOLIN experts
- Automated remote diagnostics to minimize operations impact

### Features

- 24x7x365 availability for support plans
- Call home operations for proactive event notification
- Predictive analytics
- Case creation
- VIOLIN technical support engineering stands behind our on-site partners
- Purchase in increments that meet CAPEX/OPEX

## VIOLIN Customer Support Services

Your data is important, and VIOLIN Support Services offer customers a variety of support programs to fit your needs. Choose from on-site and remote support options or standard warranty protection.

VIOLIN Enterprise Support provides your organization with direct and immediate access to our experienced team of engineers to help you minimize your operational costs.

VIOLIN Support Team will provide 24x7x365 incident-based coverage globally, collaborating with your IT team to alleviate complex situations in your environment.

Our support professionals are equipped with the technical expertise to quickly address any incidents through both telephone and online support and will help ensure that services in your mission-critical environment are running optimally.

### Key Customer Support Points:



**24x7x365 Enterprise Support**



**Phone, Email, and Web Communication**



**Latest Software Releases Online**



**Guaranteed Rapid Response Times**



**4 Hour Replacement Parts Delivery**

Service Features	Warranty	Bronze	Silver	Gold
SW Maintenance Releases for Major/ Minor Upgrades	90 Days	Included	Included	Included
Documentation	Included	Included	Included	Included
Tech Support	9-5 local time	24x7x365	24x7x365	24x7x365
Replacement HW Delivery	Return to Factory	Same Day Shipping	Next Business Day	4 hours
Certified Field Technician	Not Included	Not Included	Not Included	Yes
Call Home	Not Included	Included	Included	Included

Service Features		
Training	Array Installation	Health Checks
Media Retention	Professional Services	Array Moves
Data Migration	Secure Erase	Resident Support Engineer

## Bronze Support

### Same Day Shipping and Self-Maintained Environment

VIOLIN Bronze Support enables customers to leverage VIOLIN technical and logistics resources while performing their own maintenance and repair functions.

Bronze Support is designed for non-critical environments with a high level of technical expertise in storage and the bandwidth to perform all onsite engineering support activities. The VIOLIN Technical Support Engineer (TSE) works with your onsite IT staff to ensure timely resolution of issues. You can reach VIOLIN's Technical Support Team via email, phone, or customer portal.

When resolution requires the replacement of a component, VIOLIN will ship the replacement part to you on the same business day after the VIOLIN TSE has diagnosed the issue, so your staff can perform the repair function.

## Silver Support

### Next Business Day Parts Delivery and Self-Maintained Environment

VIOLIN Smart Hands support offerings provide a variety of flexible, full-service options that allow you to choose the right level of support to meet your specific business requirements. Silver Support is designed to meet the need for critical storage systems where Next Business Day parts delivery to meet your business needs and expectations.

VIOLIN Support Engineer works with your technical resources to provide resolution of any hardware issues. VIOLIN Support Engineer will walk you through the process of Field Replaceable Units (FRUs), so your staff can perform the repair function.

## Gold Support

### 4 Hour Replacement and Smart Hands

VIOLIN Gold Support offerings provide a variety of flexible, full-service options that allow you to choose the right level of support to meet your specific business requirements. Gold Support Customers receive guaranteed priority in elevating their case to next-level support experts, ensuring fastest time to resolution.

VIOLIN delivers replacement parts to your location within 4 hours after problem determination and dispatches a field engineer to replace the parts.

## Open a New Case via Web Portal

When possible, VIOLIN Systems recommends opening new cases via the support portal:

**<https://www.violinsystems.com/support-services/>**

When the Case Management screen opens, you can do the following:

- To open a new case, drop down “Create New” and click on case.
- Enter the Subject, Severity, Assert, brief description about the issue, and click “Save” to create a new case.



## Open a New Case via Email

Another efficient way to request support is to send an email to open a new case:

**[support@violinsystems.com](mailto:support@violinsystems.com)**

Send the request with any additional related information, including screenshots and latest log-uploads.

Upon receipt of the email, the details of the case will be entered into VIOLIN Support Case Tracking System, and one of our TSEs will promptly respond. This method of creating a new case is particularly useful for non-urgent requests.



## Open a New Case via Phone

To contact VIOLIN Customer Support by phone, dial **1-855-846-5465**.

Outside the United States, please refer to the list of international telephone numbers below.



### International Toll-Free Phone Numbers

Germany 0800-100-0387

Ireland 1-800-948-352

Japan 0800-888-0336

Romania 0-808-360-186

Russia 800-100-8503

Switzerland 0800-820-063

Turkey\* 90-850-2526376

U.K. 0-808-134-9908

U.S.A. 1-855-846-5465

**\* Toll charges apply**

