

**DELL CENTERA**

# OPERATIONS SUPPORT SERVICE

In addition to the proactive operations tasks performed, Backup ONE offers a 7/24 operations support service. Primarily focused on very critical and international environments where application or performance issues may arise at any time.

This on-call service provides assistance at any time in case of problems with the archive infrastructure like the ones listed below:

- Application issues
- Performance problems
- Unavailability of data
- DELL Centera configuration analysis and reconfiguration
- Differences in DELL Centera pools in replicated environments
- DELL Centera data and pool deletions
- API log analysis

The details of the enhancements to the Managed Services for DELL Centera are detailed below. The table summarizes the service content.

Service content	Light	Standard	Plus
7 * 24 h support	x	x	x
Maximum of two systems	x	x	x
Office hours (Swiss Time)	paid	included	included
Out of business hours and weekends	paid	paid	included

**Operations Support Service "Light"** is the ideal solution for customers who want to have access to our support hotline with a smaller and stable environment. When calling, Light customers will be invoiced the delivered effort.

**Operations Support Service "Standard"** provides access to the support hotline and includes all work required that is delivered during regular Swiss business hours. For work performed during the night and on weekends the required time will be invoiced.

**Operations Support Service "Plus"** is aimed at customers who want to have all possible effort delivered at any time for problem resolutions to be included. Customers with very critical archive environments and international customers will choose this support level in order to provide their helpdesk a possibility to ask for assistance from Backup ONE at any time.

### Pricing requests

Please direct pricing requests with a short description of your Storage landscape to Backup ONE using the contact information below.

#### Backup ONE AG

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