

Pavilion Support Services

Highlights

Enterprise Support Services

- Enterprise Storage Support for Mission Critical Applications
- Match Service Levels with specific business requirements
- Access to Pavilion Experts
- On-Site Support
- Remote Diagnostics
- Automatic Troubleshooting and Proactive Management

Pavilion Data Systems offers customers both warranty protection as well as on-site support. Customers can select the plan that best fits their needs.

Pavilion Data Systems offers on-site support from experts that know your environment, saving customers the time and expense of having to consult online support portals or support communities. Pavilion support personnel, or support staff from our partner, can assist customers in troubleshooting issues and advising on corrective actions. In addition, Pavilion's Call Home Service offers pro-active monitoring of customer systems by Pavilion Support, which allows customers to avoid problems by having potential issues diagnosed before they have impact. Pavilion Support also provides access to the Pavilion sustaining engineering team so that product experts from the engineering team can assist whenever required.

Features

- 24x7x365 Support
- Pro-Active Call Home Support and Case Creation
- Remote Diagnostics
- Stay ahead of Risks
- Reduce the Number and Severity of Support Cases
- Maximize Data Storage Availability

Support Feature	Warranty	Silver	Gold
Software Maintenance Releases (Major/Minor Updates)	90 Days	Included	Included
Hardware	3 Years Standard 5 Years Available	5 Years Standard 7 Years Available	5 Years Standard 7 Years Available
Product Documentation	Included	Included	Included
Technical Support	9-5 Local Time	24x7x365	24x7x365
Replacement Hardware Delivery	Return to Factory	Advance Replacement - Next Business Day	Advance Replacement - 4 Hours
Call Home	Not Included	Included	Included