

Scale Computing Support and Services



Scale provides our customers with complete support resources and services to maintain and operate their Scale Computing products at the highest possible levels of performance. We strive to ensure that our Customers have access to the wealth of experience and expertise that they rely on in a preferred vendor, online and via telephone, to get value from their Scale storage product.

Scale Computing offers two levels of support, covering both hardware and software.

Standard

The Standard offering contains the essential features that you would expect from a storage vendor. The model customer that chooses Standard Support is one that requires support between the hours of 8am – 5pm, Monday through Friday.

Premium

The Premium offering contains all the features of the Standard Offering, with the added benefits of support outside of normal business hours, more aggressive break-fix hardware replacement support, and better response times. The model Customer that chooses Premium Support is one that requires storage support for applications that need to be available 24x7.

Obtaining Support

There are 3 ways to contact the Scale Technical Support Team

1. Online Customer Support: www.scalecomputing.com/support
2. Email Support: support@scalecomputing.com
3. Phone: Toll Free 1-877-SCALE-59
International and local #: +1 317-202-7832

To upgrade your current support contract, contact:

Scale Computing Sales
Toll Free 1-877-SCALE-59
International and local #: +1 317-202-7832
Email: sales@scalecomputing.com

- Call if you have questions or if an issue arises with your Scale Computing storage system. Your call will be routed to a certified Scale Computing Technical Support Engineer.
- Have Your Proof-of-Entitlement Ready - For Entitlement, you will need the serial number of your storage module to place a service call. The serial number is located on the back of the storage. The label text includes SN plus a number and a bar code. In most cases, your name and your company name will suffice.



Contact us: info@scalecomputing.com (877) SCALE-59
www.scalecomputing.com



SCALE
COMPUTING

Scale Computing Support and Services



Support Feature	Standard	Premium
One year hardware (platform) support included on new purchases	✓	✓
Software updates included, with Emergency Fixes for issues preventing data access (Severity 1)	✓	✓
24x7 toll-free access to Scale Computing Support Engineers		✓
Exclusive Premium Support phone number		✓
Remote software installation of updates by certified engineers	✓	✓
Remote hardware diagnostics, troubleshooting, and resolution	✓	✓
Phone Support	✓	✓
– Response	4-hr	2-hr
– Hours	8x5, M-F	24x7x365
Field replaceable parts	✓	✓
Disk Drives	Ground	*NBD
Power Supplies (HA Units only)	Ground	*NBD
Full Units	Ground	*NBD
– *NBD cutoff is 10:30PM EST		
Support via email for non-critical issues, 8 a.m. to 5 p.m. local time zone, Monday–Friday, excluding national and Scale Computing published Holidays	✓	✓
On-site engineer response for hardware or software escalations, if necessary		✓
Assigned Technical Account Manager for critical issues		✓
Application, database connectivity, and case management support (Best Efforts)		✓
Collaborative support with third-party vendors through TSANet	✓	✓
Unlimited access to Support Portal Solutions for:	✓	✓
– Logging and updating cases		
– FAQs		
– Product Documentation, including Troubleshooting Tips, Best Practices, and White Papers		



Contact us: info@scalecomputing.com (877) SCALE-59
www.scalecomputing.com



SCALE
COMPUTING