

# **EMEA Technical Support Service NetApp Welcome Pack**

**Increase peace of mind with Exclusive Networks Support Services**

**Exclusive Networks**

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**Technical Support Service** contracts provide access to the Exclusive Networks Technical Assistance Centre (EXN TAC) to work with you through any **post-sales technical support queries, technical incident assistance and the replacement of hardware** determined to be defective by the NetApp Technical Support Centre (TSC).

Exclusive Networks TAC work with NetApp, as a Lifecycle Services Certified Partner (LSC) to provide technical support and services. Exclusive Networks TAC engineers hold accreditations in the products supported and are available 24x7x365 to respond to customer requests. The support service covers all regions within EMEA.

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# Service Levels and Definitions

## Technical Support defines a technical incident as any break/fix issue:

- Previously working configuration no longer working as expected or degraded environment.
- Configuration errors, software bugs, or hardware faults.
- Requests for documentation, release notes, NetApp Knowledge Base, etc.
- Exclusive Networks TAC engineers will not undertake new configuration, deployments or migrations, as this work falls under professional services.
- EXN TAC will not provide support for unsupported firmware/hardware.

## The EXN TAC service levels available for support via phone, portal and email:

- TAC access 24x7x365

## The EXC TAC hardware coverage levels available:

- Next Business Day (NBD) – advanced hardware replacement
- 4-hour hardware – advanced hardware replacement

Support Entitlement	EXN TAC 24x7x365	Hardware NBD	Hardware 4-Hour*
Partnerselect NBD	✓	✓	✗
Choice NBD	✓	✓	✗
Partnerselect 4Hr	✓	✗	✓
Choice 4Hr	✓	✗	✓

\* Engineer on site within 4 hours of NetApp TSC RMA approval to assist with removal of faulty unit and racking of replacement unit.

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# Priority Definitions

EXN TAC work to 4 levels of priority. Each of these will determine the SLA on initial response as well as our target follow up times for the duration of the support case.

<b>Priority 1</b> URGENT	Product or service is down or critically impacting the customer's production environment, hampering normal operations.
<b>Priority 2</b> HIGH	Primary unit has failed, product or service is impaired. Production environment is up but impacted or lacks resiliency.
<b>Priority 3</b> MEDIUM	A product function has failed, and the production environment is degraded or not affected.
<b>Priority 4</b> LOW	General assistance that includes feature, information, documentation, how-to and enhancement requests.

## SLAs and Target Follow Up Times

### Initial Response SLA

For EXN TAC engineer to take assignment of new case and provide first update/request.

Case Priority	24x7x365 Service Level
<b>Priority 1</b> URGENT	< 1 Hour
<b>Priority 2</b> HIGH	< 4 Hours
<b>Priority 3</b> MEDIUM	< 8 Business Hours
<b>Priority 4</b> LOW	< 16 Business Hours

### Target Follow Up Times

Exclusive Networks TAC engineers will aim to provide regular updates based on the case priority. This may be impacted by frequency of responses from NetApp TSC, or customer responsiveness.

After 3 follow ups with no customer response, the EXN TAC Engineer will proceed with case closure.

Case Priority	Target Follow Up Times
<b>Priority 1</b> URGENT	<b>Every 4 hours</b> until resolved, or a workaround is in place
<b>Priority 2</b> HIGH	<b>Every business day</b> until resolved, or a workaround is in place
<b>Priority 3</b> MEDIUM	<b>Every 3 business days</b> until resolved
<b>Priority 4</b> LOW	<b>Once per business week</b> until resolved

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# Technical Support Engineer Levels

<b>EXN TAC LEVEL 1</b>	<ul style="list-style-type: none"><li>• Basic configuration issues</li><li>• Product feature questions</li><li>• “How to” user questions</li></ul>
<b>EXN TAC LEVEL 2</b>	<ul style="list-style-type: none"><li>• Advanced configuration issues</li><li>• “Product not working as expected” issues</li><li>• RCAs</li></ul>
<b>NetApp TSC LEVEL 3</b>	<ul style="list-style-type: none"><li>• Software bugs</li><li>• Licensing Issues</li><li>• Advanced NetApp Cloud issues</li><li>• To authorise hardware faults as part of the RMA process</li></ul>

As part of NetApps' Lifecycle Services Certified Partner requirements, support cases are assigned to a level 1 engineer and are worked and followed up based on priority. Support cases are escalated to level 2 and if necessary, level 3 once all escalation requirements have been met.

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# Technical Support Process

## Opening a Support Case

For P1 (Urgent) and P2 (High) issues call us

Telephone: **+44 (0) 1420 548 247**

For non-urgent P3 and P4 issues

Email: **24x7@exclusive-networks.com**

Portal: **globalsupport.exclusive-networks.com**

## For new issues please provide the following:

- › The serial number for the affected devices – this is needed to validate support entitlement:
- › Contact details of an engineer with access to the environment:
  - Contact name:
  - Contact phone number:
  - Contact email:
- › Priority and Impact of the incident:
- › Current Software Version(s) as required:
  - ONTAP/SANtricity/StorageGRID OS:
  - Plugin Version (VMware, Microsoft, Etc.):
- › Summary of the incident:
- › Steps to reproduce the incident:
- › Recent changes to the environment:
- › Network topology:
- › Files and Data collected:
- › Location of hardware (4 hour):

## For existing issues:

- › Your EXN TAC case number (Starting with #CASE-####)
- › Any additional details about the case raised since last contacting EXN TAC

## Uploading large files:

- › EXN TAC use the Cloud SFTP provider "Quatrix"
- › Your assigned TAC engineer will create you a temporary account and case folder.

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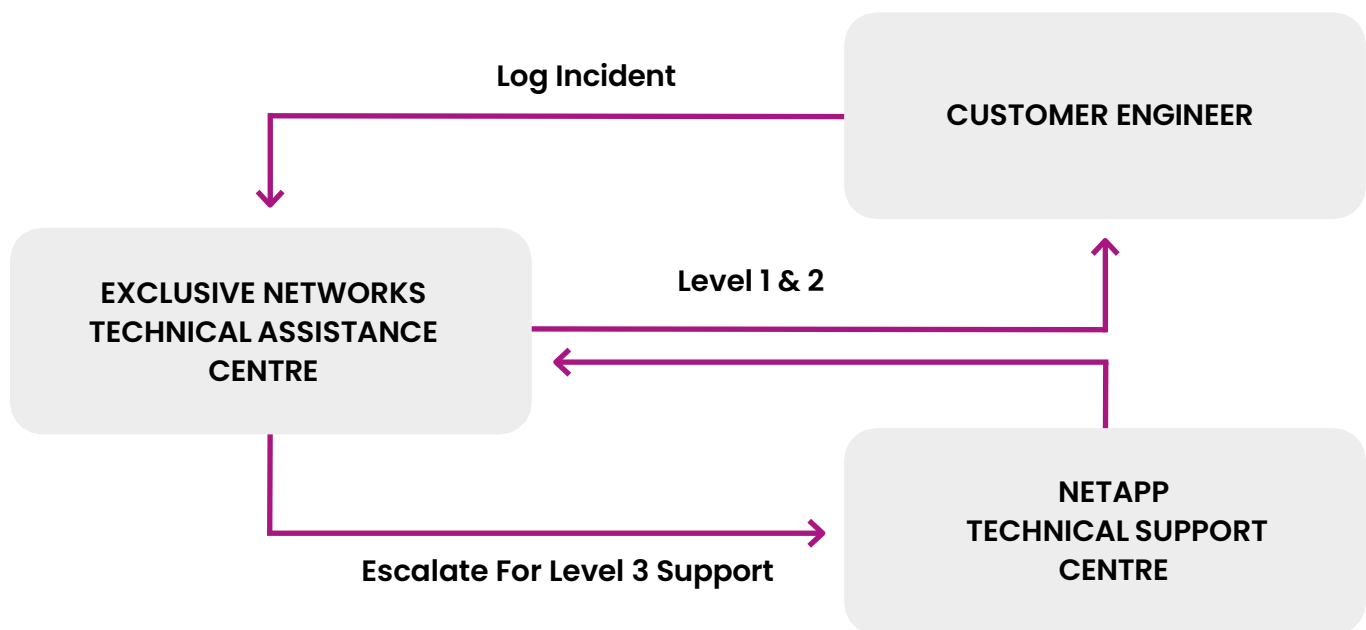
Portal: **globalsupport.exclusive-networks.com**

# Technical Support Process

## Case Handling Process

The diagram below details the logical flow for a support case, and shows the process of interaction between customers, Exclusive Networks TAC and NetApp TSC.

1. Customer engineer to log incident with EXN TAC via email or phone call.
2. EXN TAC support case created and case number emailed to customer contact.
3. The EXN TAC will provide level 1 and 2 technical support. If the issue requires RMA approval or an advanced level of technical expertise, then the case will be escalated up to the level 3 NetApp TSC team.
4. The EXN TAC engineer will be responsible for liaising with NetApp TSC and providing regular updates to the customer engineer. If the NetApp TSC Engineer needs to liaise directly with the customer, then calls and remote meetings will be facilitated as required.



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# Hardware Replacement Support Process

NetApp TSC qualify hardware faults and provide final approval for starting the Return Merchandise Authorisation (RMA) process. Exclusive Networks TAC are unable to provide hardware replacements preemptively, or prior to approval from NetApp.

## **Next Business Day (NBD) support:**

1. Device confirmed as faulty and approved for replacement by the TSC engineer.
2. RMA number issued and replacement process initiated.
3. Replacement device is shipped to customer site for NBD delivery\*. Depending on the depot locations, shipping will be handled directly by NetApp.
4. Customer returns faulty device within 15 days.

\* NBD delivery SLA dependent on spares depot cut-off times. Typically, RMA to be approved by 3pm to enable NBD delivery.

## **4 Hour On-Site support:**

- ▶ Customers with either 'CHOICE 4HR' or 'PARTNER SELECT 4HR' support entitlement will have applicable hardware replacements dispatched with an engineer to arrive at site within 4 hours of RMA approval by NetApp.
  - ▶ If the customer contact cannot allocate a suitable site access time slot for the NetApp TSC Engineer within 4 hours, the customer forfeits the right to 4 hour delivery and the replacement unit will be couriered for NBD delivery.
  - ▶ The NetApp TSC engineer's responsibility lies solely with the equipment being replaced. No troubleshooting or configuration changes will be made, only hardware replacement. If the faulty device is required to remain on site at the time, it will be the customer's responsibility to return the device within 15 days.
1. Device confirmed as faulty and approved for replacement by the TSC engineer.
  2. RMA number issued and replacement process initiated.
  3. Customer to provide on-site contact and site access details, with confirmation for NetApp TSC engineer to travel to customer site with replacement unit.
  4. NetApp TSC engineer arrives at customer site, assists with removal of the faulty device, racking of the replacement device, and configuration of the replacement device.

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# Escalation Process

## Technical Escalations

### Level 1 Support

Call handling and logging by a Technical Support Engineer to troubleshoot to resolution or escalate where necessary.

- › **Contact:** Exclusive Networks Technical Support
- › **Email:** [24x7@exclusive-networks.com](mailto:24x7@exclusive-networks.com)
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### Level 2 Support

Technical escalation point for Level 1 Support who work with more complex issues and work closely with the Level 1 Support team to resolve or escalate issues.

### Level 3 Support – NetApp TSC

Technical escalation point for Level 2 Support, and to approve hardware faults as part of the RMA process handled by Level 1 Support.

## Management Escalations

To raise any issues related to existing Technical Support cases, or requests for escalations, customers are encouraged to use the below contacts. Issues will be actioned by the appropriate management levels.

### Level 1

Team Management escalation to **Technical Support Manager**

### Level 2

Country Management escalation to **Head of UK Technical Support**

### Level 3

Global Management escalation to **Head of Global Technical Support**

The Exclusive Networks Technical Support Management Team can be reached at:

[Techsupportmgmt\\_UK@exclusive-networks.com](mailto:Techsupportmgmt_UK@exclusive-networks.com)

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