

SEPATON Support Service

World-Class Expertise, Worldwide Availability

SEPATON provides expert technical support services and advanced, predictive monitoring systems to minimize downtime and ensure our customers receive the highest level of data protection in the industry. SEPATON offers continuous 24-hour support, worldwide availability, and your choice of support packages.

SEPATON's world-class support organization comprises a team of highly trained support technicians, logistics experts, on-site support technicians, and technical consultants.

From new system installation, to resolution of a data protection issue, to optimization of existing systems and backup applications, SEPATON has the expertise and resources to meet your needs. Our comprehensive technical support services include remote monitoring, predictive analysis, integration services, and software development services.

WORLDWIDE AVAILABILITY

SEPATON's support organization is trained, equipped, and organized to ensure timely and complete resolution of data protection issues at customer locations worldwide. Our expert technical support professionals are available to all customer locations, 24 hours per day, seven days per week. We also manage logistics centers in strategic locations around the world to ensure replacement components can be delivered quickly and efficiently, regardless of customer location. They are supported by an infrastructure and knowledge-base that enable both a quick response and comprehensive satisfactory resolution. We use a standardized process of response

evaluation and escalation to ensure that all of our customers receive the same high quality, customer-focused service.

PROVEN PROCESS

Our support call management process is transparent and customers can contact us via our web-based CRM, phone, and email. Our support protocols are designed to be delivered through remote access to minimize the need for onsite service or the customer's technical resources. This process facilitates remedial support, allows immediate intervention if required and enables scheduling at the customer's convenience.

PREDICTIVE MONITORING, AUTOMATIC NOTIFICATION

Using our unique ContentAware™ technology, SEPATON data protection appliances gather information about the content of data as it is being backed up.

SEPATON appliances also monitor the status of hardware and software system parameters and use intelligent diagnostics to identify potential issues before they arise. We use this information to develop a health and efficiency profile of the customer's environment, which is automatically transmitted to our technical support staff periodically.

Our technical support personnel use this information to respond to issues requiring immediate attention or to eliminate anomalies requiring preventive intervention. If a potential issue is identified, the system automatically notifies both SEPATON technical support and the designated customer administrator(s). SEPATON support professionals immediately review these alerts to ensure that the system maintains maximum availability.

ENTERPRISE DATA PROTECTION EXPERIENCE

Our highly trained, experienced support professionals have an expert knowledge of both SEPATON technology and the leading backup applications used in today's enterprises, including Symantec™ NetBackup™ and Backup Exec™, IBM Tivoli® Storage Manager, EMC NetWorker, CommVault Simpana. HP Data Protector, and many others.

TECHNICAL SUPPORT PACKAGES

SEPATON offers two technical support packages* – Basic and Enhanced – to address your enterprise site requirements.

WORLD-CLASS EXPERTISE, WORLDWIDE AVAILABILITY

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*Support may not be available in some areas.



ENHANCED SUPPORT PROGRAM

SEPATON's Enhanced Support Program provides:

Unlimited Technical Support Assistance 24x7x365.

Services include:

- Remote VTL Alert Monitoring
- Response & Remediation
- Replacement Parts – 4 hour delivery for critical parts (non critical are next business day)
- Onsite Field Service – 4 hour dispatch for critical situations (non critical dispatches are handled next business day)
- Preventative Maintenance including micro-code and software updates
- Engineering and field changes

Access to our DeltaView Support Portal twenty-four hours per day, seven days a week (7X24) including:

- Case management
- Knowledgebase
- Product Documentation

BASIC SUPPORT PROGRAM

SEPATON's Basic Support Program provides:

Unlimited Technical Support Assistance 8:00 AM to 5:00 PM local time, Monday through Friday excluding holidays. Services include:

- Remote VTL Alert Monitoring
- Response & Remediation
- Replacement Parts – next business day
- Onsite Field Service – next business day
- Preventative Maintenance including micro-code and software updates
- Engineering and field changes

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- Case management
- Knowledgebase
- Product Documentation