Datasheet

NetApp Solution Support for FlexPod

Streamline support across your entire FlexPod infrastructure

Key Benefits

Simplify Support for Your Converged Infrastructure Environment

- Engage with a NetApp single point of contact that handles your issue until it's resolved.

Resolve Issues More Efficiently

- Spend less time getting to the right person with direct routing to our solution experts.
- Get a head start with NetApp® Active IQ® and the Converged Systems Advisor tool that provide NetApp Support with real-time information about your FlexPod® environment, reducing the number of questions you need to answer to get the support process started.

Get the Expertise You Need

- Reduce the need to have specialized IT skills in house by relying on NetApp experts to support the products, components, tools, and applications in your FlexPod solution.

The Challenge

FlexPod solutions offer the performance and agility that organizations need in an easy-to-deploy, easy-to-manage package. However, with multiple components from multiple vendors, how do you know which vendor to call if an issue arises? How do you deal with extended resolution time if you call one vendor, it turns out that the problem is with a different component, and you have to start all over with that vendor? How do you make sure that you get connected to a FlexPod specialist when you call? How do you avoid being shuffled from one vendor to the next because no one owns the whole problem?

The Solution

NetApp Solution Support streamlines issue resolution for your FlexPod infrastructure. It offers single-point-of-contact support for the full infrastructure stack,[1] including the storage subsystem; compute hardware and operating system; networking; and hypervisor. Our experts are trained in all aspects of the FlexPod environment and will facilitate a resolution to your problem, even if that problem involves another vendor's product. Once your support ticket is opened, the NetApp Solution Support team sticks with you until the issue is resolved.

NetApp Active IQ technology and Converged Systems Advisor (CSA) lifecycle management software, along with NetApp Solution Support, help to increase support efficiency and maintain smooth operation of your FlexPod solution. You can use CSA as a single-pane view for configuration monitoring and notifications to help make sure that your FlexPod stays in compliance and is optimized for performance. The NetApp Solution Support team uses data from Active IQ and CSA to quickly and accurately diagnose problems, helping to accelerate time to resolution. Active IQ is part of every NetApp storage product, and CSA is included with your purchase of NetApp Solution Support for FlexPod.

1. Ask your account representative about product coverage for your specific FlexPod solution.

■ NetApp®

Simplify Support for Your Multivendor Environment

NetApp Solution Support takes the guesswork out of who to call when an issue arises in your FlexPod environment. Our Solution Support experts handle any FlexPod question or issue, for every component and vendor.[2] You have a single-point of contact, regardless of the difficulty or complexity of the problem. And the NetApp Solution Support team maintains ownership of your case until it is fully resolved. No pointing fingers. No turning responsibility for resolution over to someone else.

Resolve Issues More Efficiently

No time is a good time for downtime. As a NetApp Solution Support customer, you will be directly routed to our solution experts to quickly get started answering your questions or troubleshooting issues in your FlexPod environment. To further streamline the process and get you on the path to faster resolution, our Solution Support team uses data from the CSA tool. This data allows the support experts to bring up a complete visual representation of your FlexPod environment, including alerts, best practice conformance, configuration, and more. This head start helps NetApp Solution Support experts go directly to troubleshooting and resolution without spending time asking you multiple questions about your environment.

2. Separate vendor support contracts for the FlexPod solution are required.

Get the Expertise You Need

With NetApp Solution Support you no longer need to have on-site staff with specialized FlexPod skills. NetApp Solution Support experts are trained on and experienced with all of the products, components, tools, and applications that are part of your FlexPod solution. A deep understanding of the infrastructure and how all of the components work together enables our experts to confidently troubleshoot and resolve any issues in your FlexPod environment.

About NetApp Services

Gain greater business value from your investment
Whether you're planning your new storage system, need specialized know-how for a major storage deployment, or want to optimize the operational efficiency of your existing infrastructure, NetApp Services and NetApp certified partners can help.

About NetApp

NetApp is the data authority for hybrid cloud. We provide a full range of hybrid cloud data services that simplify management of applications and data across cloud and on-premises environments to accelerate digital transformation. Together with our partners, we empower global organizations to unleash the full potential of their data to expand customer touchpoints, foster greater innovation, and optimize their operations. For more information, visit **www.netapp.com**. #DataDriven