



NetApp and Virstor has your back with risk free renewal

Simply renew your support and any unused support credit can be applied towards a future tech refresh

How can I benefit?

- Round the clock issue resolution
- Customer satisfaction drives loyalty and retention
- Access to software support and updates
- Pressure taken off IT staff
- Proactive management - predicting and preventing problems in customer environments
- Multi-year renewals mitigate competitive takeovers

What if I decide to refresh?

The service credit you have remaining provides credit for when you Tech refresh with NetApp to an equivalent or better NetApp product. The existing service plan would be terminated and credit will be given for the prepaid, unused portion.

Please note this cannot be refunded only used towards your new support contract.

Which NetApp/Virstor support is right for me?

SupportEdge Advisor

Delivers the reliable, predictive, comprehensive support you need to keep your systems secure and running. Includes Digital Advisor capabilities delivered through new NetApp® Active IQ® AIOPs features such as automated risk remediation, nondisruptive firmware upgrades, digitized health checks, and Active IQ Digital Digest. You also have access to rapid parts delivery and replacement to keep your environment up and running.

SupportEdge Expert

In addition to all the features of SupportEdge Advisor with faster delivery and installation of replacement parts, SupportEdge Expert offers advanced proactive, personalised support delivered by NetApp experts to help you derive more value from your solutions. Includes direct routing to L2 as well as managed upgrade services and periodic system health reviews performed remotely by NetApp experts.

Basic Support

A low-priced option that offers basic hardware break-fix, 24/7 remote technical support from NetApp experts, and access to the NetApp Support site and all software patches and features through the Software Centre. Also includes access to basic Active IQ features like case automation, security risks and vulnerability detection, storage efficiency, and performance analytics.

Extend the life of your NETAPP end of life (EOL), and End of Service Life (EOSL) storage hardware with world-class service and support

NetApp third party storage support services from Virstor also cover equipment that has reached manufacturer End of Life, delivering continuous return on investment for many years beyond EOL. We support many NetApp product families, Our engineers deliver NetApp third party maintenance of the highest standard, keeping critical storage systems on line, and dramatically reducing the total cost of ownership.

Please call **0333 444 0080** or email **info@virstor.co.uk**