

Microsoft Azure StorSimple 8000 Series Support

Comprehensive, enterprise class Customer Service and Support for Microsoft Azure StorSimple

Microsoft Azure StorSimple is a Hybrid Cloud Storage solution, providing customers with a single point of support for their solution, spanning the on-premises datacenter and the cloud. Round the clock support is provided in English with targeted local language support for Japan, Taiwan, China, Korea, and Germany (Premier only) during local business hours.

StorSimple Support Offerings

StorSimple provides two levels of support to best meet the requirements of the customer: Standard and Premier. Both offerings are available with the StorSimple 8100 or 8600 Series solution. As part of both offerings, customers have access to a comprehensive set of online resources, including:

- Product documentation for deployments, hardware, and administrator guides
- Best practice guides
- High-level debugging
- Release specific content
- StorSimple Support Blog (optionally enable notification by email for latest updates.)

Support Contract Cost

8100/8600 Series Standard Support

- Included through next EA anniversary
- Need to renew at EA anniversary

8100/8600 Series Premium Support

- Additional cost to upgrade from Standard
- Microsoft Premier customers get upgrade at no additional cost (must sign-up for Standard support)



Microsoft Azure StorSimple Support Offerings Portfolio

Provided Support	Standard	Premium
1 Year Technical Support Contract	✓	✓
Ability to open an Azure Portal Service Request Online 24/7	✓	✓
Response Service Level Agreement (SLA) for severity A cases	Within 2 hours	Within 1 hour
Replacement hardware response time**	NBD ¹	4 hours ²
Dedicated Phone Number for Support Requests		✓
Assigned Technical Account Manager (TAM)		✓ ³
Priority routing to support team		✓
Dispatch Field Engineer within 4 hours for spares replacement		✓

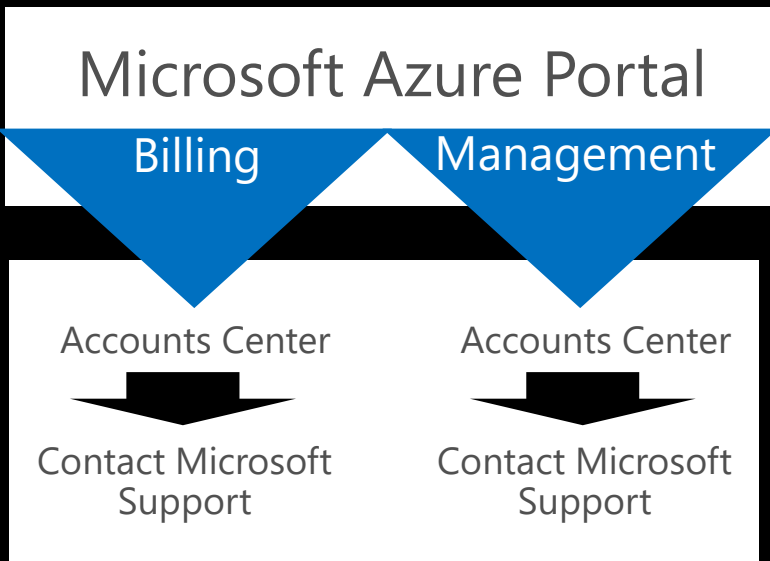
¹ International shipments are subject to possible customs delays; delivery on best-effort basis

² Premium support availability may vary by city; not available in all cities

³ Only for Microsoft Premier customers who receive upgrade to StorSimple Premium support

24/7 Online Service Request for Support

StorSimple 8000 Series provides customers the ability to open service requests for support through the Microsoft Azure Management and Billing Portal. This provides customers with a simple and flexible way to connect with support, addressing any situation with their StorSimple 8000 Series solution.



The screenshot shows the 'Contact Microsoft Support' form. The form includes fields for 'SUBSCRIPTION' (set to Enterprise), 'SUPPORT TYPE' (set to Technical), 'COUNTRY/REGION' (set to United States), and 'LANGUAGE' (set to English). A green checkmark indicates the support plan is Premier. A blue arrow points from the 'Select the Subscription and Support Type to create a ticketed Service Request' annotation to the form fields. Another blue arrow points from the 'Select StorSimple and then follow the online workflow to properly classify the request add additional information' annotation to the 'Please select' dropdown menu, which lists various services including StorSimple.

Service Level Agreement Commitments for Service Requests

Severity	Service Request Type	Support Team Response SLA	Customer Engagement and Response
A	<ul style="list-style-type: none"> Critical Business Impact Requires immediate attention. The customer's business has significant loss or degradation of services 	Premier: Within 1 hour Standard: Within 2 hours Continuous engagement from support team, after initial response, until issue resolved	<ul style="list-style-type: none"> Allocation of appropriate resources to sustain continuous efforts on resolving the issue Accurate contact information on case owner
B	<ul style="list-style-type: none"> Moderate Business Impact Customer's business has moderate loss or degradation of services but work can continue in an impaired state 	Premier: Within 2 hours Standard: Within 4 hours Continuous engagement from support team, after initial response, until issue resolved.	<ul style="list-style-type: none"> Allocation of appropriate resources to sustain continuous efforts on resolving the issue Accurate contact information on case owner
C	<ul style="list-style-type: none"> Minimum Business Impact Customer's business is substantially functioning with minor or no impediments of service 	Premier: Within 4 hour Standard: Within 8 hours	Accurate contact information on case owner