SmartCARE Program

Datasheet

Overview

SmartCARE is Storvix's modern approach to comprehensive and proactive Customer Service to help customers fully leverage their investment in AiRE IntelligentFiler.

End users are entitled to SmartCARE Support Program when they order and pay for support as provided in the sales order. Standard, Advanced, and Premier support packages are available from STORViX SmartCARE program. The Proactive Support does not include hardware or software installation, training, and consulting services.

Software updates

Standard software updates are performed with a web-based UI or a CLI and do not require outages or downtime. However, a new major software release may require a reboot of the AiRE IntelligentFiler System Processor Unit before it takes effect.

STORViX provides a pre-upgrade health check to all customers via the MY STORViX web portal. In addition, STORViX offers upgrade assistance if you need the expertise of a STORViX specialist for your upgrade task.

Limited warranty

Every AiRE IntelligentFiler Appliance comes with a 90 days limited warranty which includes:

> Hardware replacement for defective parts

> 8x5 support via phone, web and email

> Software updates

Support response times

End users should access our support via phone, web or email. Additionally, AiRE IntelligentFiler has a call-home functionality that makes it easy to address proactive alerts.

Serverity	Definition	Standard SRO	Advanced SRO	Premier SRO
1	Critical problem preventing critical business functions.	4 Hours	2 Hours	1 Hours
2	Prohibitive problem severely degrading or limiting performance.	8 Hours	4 Hours	2 Hours
3	Medium problem where performance and job function is largely unaffected.	24 Hours	16 Hours	8 Hours
4	Minor inquiries, including feature requests and non-urgent questions.	48 Hours	24 Hours	12 Hours

Support Offering	Standard	Advanced	Premier
Customer Care			
8x5 telephone, web and email assistance	✔	✔	✔
24x7 telephone, web and email assistance	NA	✔	✔
Access to CloudSight[1]	✔	✔	✔
Remote access	✔	✔	✔
Proactive event notifications and case generation	✔	✔	✔
CoPilot CONNECT	NA	Fee-based service	✔
Hardware replacement			
Availability of replacement parts	NBD	On-site spares kit	On-site spares kit
4 hours on-site parts replacement	NA	✔	✔
Software updates			
Access to all software updates (major, minor and maintenance releases)	✔	✔	✔
MY STORViX web portal			
Access to installation sheets, user guides, knowledge base articles and other documentation	✔	✔	✔
Communications and training			
Periodic webinar (Direct Talk)	NA	✔	✔
Technical bulletins and service advisories	✔	✔	✔
Services			
Remote Administration	NA	NA	✔
Quarterly platform health check	Fee-based service	✔	✔
Quarterly account activity review	Fee-based service	Fee-based service	✔
Quarterly account performance analysis	Fee-based service	Fee-based service	✔
Dedicated Technical Account Manager	NA	NA	✔

[1] CloudSight is a cloud-based analytics and monitoring application part of the SmartCARE Support Program that help you to simplify your AiRE IntelligentFiler administration with proactive alerts, data collection, trends analytics and remote management through CoPilot CONNECT.