



Infortrend ESVA® Service and Support

To help users achieve the highest data availability, Infortrend bases the ESVA Series on High Availability (HA) hardware platforms and enriches it with comprehensive data services. Infortrend's support team helps users take full advantage of these features. Storage experts can assist users with system installation and configuration. In the event users encounter issues with their ESVA systems, they can rely on Infortrend representatives to provide prompt diagnosis and troubleshooting and offer efficient solutions. As a complete storage solution for mission-critical applications, ESVA provides enterprise-class support.



- **Hardware and software warranty, next business day replacement part dispatch and around-the-clock support** ensure worry-free operations of ESVA system.
- **3-year Standard Service with all ESVA systems** at no additional cost.
- **Upgrade programs** provide additional protection for critical applications with prompt onsite assistance.

Infortrend's capable and experienced support team efficiently minimizes threats to business continuity and helps users get the most out of their ESVA systems in their quest for strong business growth.

	STANDARD SERVICE	ADVANCED SERVICE	PREMIUM SERVICE
Hardware warranty	✓	✓	✓
Replacement part dispatch on the next business day*	✓	✓	✓
Software update	✓	✓	✓
24x7 remote support via phone call, web and email	✓	✓	✓
Onsite diagnostics on the next business day*		✓	
24x7 onsite diagnostics in 4 hours			✓

* Monday-Friday, 9am-6pm local time

Support Website

Infortrend's ESVA Support website offers 24x7 service and support to ESVA customers.

ESVA Support provides many service and support features, including:

- ESVA system registration for new customers
- Technical support
- Download and activate licenses for ESVA systems

ESVA Support website: <http://support.infortrend.com/esva>



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