



REDUXIO SUPPORT OVERVIEW

At Reduxio Systems we understand your data is the most valuable and critical asset of your organization and must be protected at all costs. Our joint objective is uninterrupted storage availability.

Our holistic approach to ensuring absolute uptime includes fully redundant hardware, advanced remote monitoring and an expert and proactive support organization.

REDUXIO SUPPORT KEY BENEFITS

- StorSense™ Remote monitoring
- Comprehensive spare parts depot locations
- Expert support personnel
- Rich support portal
- Gold Care NBD Support
- Optional Platinum Care with 4 hour response time
- Remote Secure Access

ABSOLUTE UPTIME

Storage systems are the heart of every IT environment and their absolute uptime is the main focus of all IT organizations.

Reduxio Flash Multi Tier Storage systems are designed from the ground up to offer customers the highest level of reliability and uptime. The design is a dual controller design with full redundancy, advanced cache mirroring, and battery protection to ensure your data is never at risk.

StorSense™

To ensure our support organization is immediately aware of any issue impacting any of our products in the field, we have developed StorSense – a cloud based proactive monitoring system which is in constant surveillance of our full install base. If any unusual condition is detected in any of our storage systems, it will immediately inform StorSense of the event. Our support personnel monitor the StorSense central console continuously and will investigate any unusual events reported.

AVAILABILITY & SUPPORT HIGHLIGHTS

- **Full Redundancy**
 - » Reduxio storage systems are designed for high availability with no single point of failure.
 - » All parts are field replaceable and can be replaced without system downtime.
 - » Software updates are also installed without requiring system downtime.
- **StorSense™**
 - » Our cloud based monitoring system which proactively polls all Reduxio products in the field and immediately reports on any unusual events.
- **Optional Platinum Care Support**
 - » 24X7 4 hour response time, parts replacement.
 - » 24X7 4 hour response time phone support.
- **Gold Care Support**
 - » Includes Next Business Day (NBD) response time for parts delivery.
 - » Phone support with 8 hours response time Monday to Friday 9am – 5pm.
- **Support Staff**
 - » Reduxio's highly trained support staff and partners ensures that your issues are quickly identified and resolved. L2-L3 teams are co-located with engineering to enable quick and expert resolution of issues.
 - » 24 X 7 Escalation to engineering.
- **Logistics**
 - » Reduxio deploys a network of spare parts depots within the US to be able to provide prompt replacement parts as required by customers.

REDUXIO SUPPORT KEY CAPABILITIES

- **Secure Remote Access-** Ability to securely remote login to customer system to provide real time support. Requires customer to enable remote access.
- **Support Portal-** including comprehensive technical library with product documentation, white papers, best practices and software downloads.*
- **Community** – Community discussions infrastructure to promote customer discussions. Available through the support portal.
- **Escalation** - 24X7 escalation to engineering.
- **Parts Replacement** – comprehensive logistics infrastructure to support parts shipment and replacement across the US.
- **Contacting Support** – Multiple alternatives of accessing support – email, phone, support portal.

SUPPORT OFFERINGS

Platinum Care Support **

Hardware Support - 24X7, 4 hours onsite replacement

Software Support - 24X7, 4 hours response time

Gold Care Support

Hardware Support - 5 days 9-5, NBD*** response time in most locations within the US

Software Support - Monday-Friday, 9am - 5pm, 8 hours response time

* Support Portal available to customers under a support contract.

** Platinum Care Support available at selected locations. Please ask your sales representative about availability in your area.

*** Next business day (if parts replacement has been requested before 3 pm EST)

