



## Datasheet

# New NetApp SupportEdge Support Portfolio

Upgrade your support experience with high-value, simplified, predictive, and personalized services

### Key Benefits

#### Simplified Support Offerings

- Select the right support level for your needs.
- Get hardware and software support in a single package.
- Manage costs with flat and predictable renewal pricing<sup>1</sup>.

#### Get More Value from Your NetApp Solutions

- Boost the security, performance, availability, and efficiency of your infrastructure with new NetApp® Active IQ® capabilities.

#### Get an Outstanding NetApp Experience

- Enjoy personalized support services such as managed upgrades and periodic system health reviews (SupportEdge Expert).
- Accelerate issue resolution with priority queueing and direct routing to level 2 support for software issues (SupportEdge Expert).

### Robust, Simplified Support Options for Every Need

Take your support experience to the next level with the NetApp SupportEdge support services. Simplified, intuitive packaging of hardware and software support makes it easier to choose the right support for your business. To help you plan your budget, all of the new SupportEdge offerings come with flat and predictable pricing<sup>1</sup> across the lifecycle of your NetApp solution.

You can get more value from your NetApp investments by leveraging the new predictive capabilities in Active IQ digital advisor to help boost the security, performance, availability, and efficiency of your NetApp infrastructure. Further enhance your NetApp experience with personalized support services and expedited access to global support experts.

Our service options are designed to meet your exact needs—from basic hardware and software support to comprehensive, proactive, personalized support from NetApp technical experts and our digital support tools.

- **SupportEdge Basic.** Delivers the comprehensive support you need to keep your systems secure and running. Includes access to all classic Active IQ capabilities. You also have access to rapid parts delivery and the option to upgrade to onsite parts replacement.
- **SupportEdge Advisor.** In addition to all the features of SupportEdge Basic with faster target response times, SupportEdge Advisor includes digital advisor capabilities delivered through new Active IQ AI for IT operations (AI Ops) features such as automated risk remediation, Active IQ digital digest, nondisruptive firmware upgrades, and digitized health checks. 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 onsite installation of replacement parts, SupportEdge Expert offers advanced proactive, personalized support delivered by NetApp experts to help you derive more value from your solutions. Includes direct routing to level 2 support for software issues as well as managed upgrade services and periodic system health reviews performed remotely by NetApp professionals.
- **SupportEdge Protect for Government.** An add-on service for SupportEdge Advisor and SupportEdge Expert to meet the needs of U.S. government organizations. Delivers advanced support while providing flexibility in meeting your demanding security requirements.



1. NetApp offers flat and predictable pricing only for the party purchasing directly from NetApp, whether that is the end customer, distributor or reseller partner. Flat and predictable pricing (i) is subject to increases for annual inflation (as measured by the Producer Price Index) (ii) does not include replicating any one-time promotional discounts or deal discounts upon renewal. (iii) Third-party branded products that NetApp supports may be subject to additional passthrough increases imposed by third-party vendors.

FEATURE	SUPPORTEDGE BASIC	SUPPORTEDGE ADVISOR	SUPPORTEDGE EXPERT
<b>Core support metrics</b>			
Replacement parts delivery target	Next business day; option to upgrade to 4 hours	Next business day; option to upgrade to 4 hours	4 hours
Onsite parts replacement	Optional upgrade available	Optional upgrade available	Included
Target response objective for remote technical support	Priority 1: 2 hours	Priority 1: 30 minutes	Priority 1: 30 minutes
Access to remote hardware technical support	24/7	24/7	24/7
<b>Included services</b>			
Software Support Plan with access to all patches and features	Included	Included	Included
NetApp Support site with 24/7 chat support using Elio with Watson routing to live representatives	Included	Included	Included
Personalized support services	Not available	Not available	<ul style="list-style-type: none"> <li>• Single point of contact</li> <li>• Lifecycle management reports</li> <li>• Installed-base management assistance</li> <li>• SupportEdge Expert-specific support metrics reporting</li> <li>• P1 end-to-end case and escalation management</li> </ul>
Active IQ <sup>2</sup>	Access to all Active IQ classic capabilities. Does not include automated risk remediation, Active IQ digital digest, nondisruptive firmware upgrades, or digitized health checks included with SupportEdge Advisor or SupportEdge Expert.	Access to full suite of Active IQ digital advisor features with new predictive AIOps capabilities (including API access, automated risk remediation, Active IQ digital digest, and nondisruptive firmware upgrades <sup>3,4</sup> )	Access to full suite of Active IQ digital advisor features with new predictive AIOps capabilities (including API access, automated risk remediation, Active IQ digital digest, and nondisruptive firmware upgrades <sup>3,4</sup> )
Proactive parts replacement (via Active IQ auto-generated cases <sup>5</sup> )	Included	Included	Included
Direct routing and priority queueing to level 2 support for software issues	Not available	Not available	Included
NetApp Unified/Cooperative Support	Not available	Included	Included
On-site support and troubleshooting <sup>6</sup>	Not available	Included	Included
Periodic system health reviews	Not available	Not available	Included
Remedial software upgrades	Not available	Included	Included
Managed Upgrade Service	Not available	Not available	Included

**Table 1) New NetApp SupportEdge offerings deliver the support you need whenever, wherever, and however you need it.**

2. Requires AutoSupport<sup>®</sup> to be turned on.

3. Capabilities can vary by product.

4. Nondisruptive firmware upgrades use Ansible playbooks for ONTAP drives and shelves.

5. Requires AutoSupport telemetry data.

6. NetApp sends authorized engineers to the installation location to work on the problem after NetApp has isolated the problem and deemed on-site support necessary.

FEATURE	SUPPORTEDGE BASIC	SUPPORTEDGE ADVISOR	SUPPORTEDGE EXPERT
Optional add-ons			
SupportEdge Protect for Government	Not available	Includes all the core support metrics and features of SupportEdge Advisor. Services are delivered by U.S. citizens with appropriate security clearances on U.S. soil.	Includes all the core support metrics and features of SupportEdge Expert. Services are delivered by U.S. citizens with appropriate security clearances on U.S. soil.

**Table 1) New NetApp SupportEdge offerings deliver the support you need whenever, wherever, and however you need it. (Cont.)**

### Get Started Today

To learn more about NetApp SupportEdge services, contact your local NetApp representative or Professional Services Certified Partner.

### About NetApp

NetApp is the data authority for hybrid cloud. We provide a full range of hybrid cloud data services that simplify management of applications and data across cloud and on-premises environments to accelerate digital transformation. Together with our partners, we empower global organizations to unleash the full potential of their data to expand customer touchpoints, foster greater innovation and optimize their operations. For more information, visit [www.netapp.com](http://www.netapp.com). #DataDriven

SERVICE DESCRIPTION

# SupportEdge Standard



 **NetApp**

SupportEdge Standard is available on the following NetApp® products:

- NetApp hardware
  - During the original hardware warranty period
  - Upon expiration of the original hardware warranty period, with the purchase of Extended Warranty Support
- Eligible NetApp software (including related firmware and operating system, if applicable)

The following chart lists the support features of SupportEdge Standard provided under NetApp's Support Services terms.<sup>1</sup>

Support feature	Description	Entitlement details for SupportEdge Standard
System Installation	See the " <a href="#">System Installation</a> " <a href="#">datasheet</a> for details and deliverables.	Optional with initial purchase of system.
Target Response Objective for Remote Technical Support	The NetApp Technical Support Center provides a response by remote means.	<p>Initial technical response objective from time of customer contact, based on priority level and availability of local language support:<sup>2</sup></p> <ul style="list-style-type: none"> <li>• Priority 1: 2 hours; on a 24/7 basis</li> <li>• Priority 2: 4 hours; on a 24/7 basis</li> <li>• Priority 3: Next business day</li> <li>• Priority 4: Next business day</li> </ul>
Replacement Parts Delivery Target Response Objective	NetApp delivers replacement parts within the target response objective.	<p>Response objectives available for purchase are as follows. <sup>3, 4, 5</sup></p> <ul style="list-style-type: none"> <li>• 4 hours; on a 24/7 basis; NetApp installs all replacement parts</li> <li>• 4 hours; on a 24/7 basis; customer self-installs all replacement parts</li> <li>• Next business day; NetApp installs all replacement parts</li> <li>• Next business day; customer self-installs all replacement parts (offer dependent)</li> </ul> <p><b>Note:</b> Replacement parts will be shipped to customer locations for next local business day arrival. Local shipment cutoff times, customs, or other logistics factors such as size and weight may affect target response objective.</p>

Support feature	Description	Entitlement details for SupportEdge Expert
Replacement Parts Installation	Installation of parts that are delivered by NetApp.	Installation of all replacement parts performed by NetApp when option is ordered. <sup>6</sup>
Software Support Plan	See the “NetApp Software Support Plan” product description.	Included for NetApp software purchased.
Extended Warranty Hardware Support	See the “Warranty/Extended Warranty Hardware Support” product description.	Included for NetApp hardware purchased.  Included when SupportEdge Standard is purchased after the original warranty period.

- The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services terms, available at <https://www.netapp.com/how-to-buy/sales-terms-and-conditions/> (“NetApp Support Services terms”). The NetApp Support Services terms are subject to revision or modification on a prospective basis at NetApp’s sole discretion without notification to customer.
- The priority levels are defined as follows. All hardware cases will be evaluated for immediate work independent of priority. P3 and P4 software cases will receive a response and worked to resolution during NetApp regional business hours. Outside NetApp regional business hours, the response objective may be delayed for P3 and P4 software cases. NetApp regional business hours are typically 9 a.m. to 5 p.m. Monday through Friday but can vary with local language requirements. See your local service representative for more details.
  - Priority 1:** NetApp node, system, or cluster is down, is unable to serve data, is in a state of frequent or repeating “panic” or “hang,” or is in a state of degraded performance sufficient to prevent normal business operations. At this level, both NetApp and the customer must commit to around-the-clock action and involvement by all necessary and appropriate personnel and systems until a mutually agreeable workaround is provided and the priority level is downgraded.
  - Priority 2:** NetApp node, system, or cluster is experiencing an infrequent, isolated, or intermittent “panic” or “hang” or is in a state of degraded performance that allows business operations to continue but at an inconsistent or less than optimal rate. NetApp is committed to use all commercially reasonable efforts to provide a workaround and/or restore normal operations as quickly as possible and issues will be evaluated for immediate work based on business impact. Issues with low impact will be worked during NetApp regional business hours. High-impact issues will require active customer engagement to be worked outside regional business hours.
  - Priority 3:** NetApp node, system, or cluster is experiencing an issue, anomaly, or cosmetic defect that inflicts little or no business impact, and a viable and mutually agreeable workaround or hardware/software upgrade exists to mitigate the problem.
  - Priority 4:** Normal customer requests for information regarding the installation, configuration, use, and maintenance of your NetApp equipment are made. This includes administrative inquiries and Return Material Authorization information. There is no impact on customer’s production systems or business operations.
- Response time availability is based on the installation location of the NetApp equipment. Target response time objective clock begins after NetApp’s triage of the issue.
- When the NetApp solution contains third-party products, some of the components may not have the same target response time for delivery and part installation. Consult product documentation for further details.
- For customers that need the target technical response, but want only parts delivery to do self-replacement to meet their data center requirements and support infrastructure, the customer may opt out of having NetApp install parts. Available options include opt-out for disk drives only or for all components. Details are in the [NetApp Support site guides](#).
- Time to install part will vary by part complexity and access to equipment. For customers that need the target technical response but want only parts delivery to do self-replacement to meet their data center requirements and support infrastructure, the customer may opt out of having NetApp install parts. Available options include opt-out for disk drives only or for all components. Additionally, there are other preferences that can be set either by NetApp or the customer and changed to accommodate requirements. One preference is an option to consolidate delivery of disk drives to normal business hours next business day. Details are in the [NetApp Support site guides](#).



SERVICE DESCRIPTION

# SupportEdge Premium



 **NetApp**

SupportEdge Premium is available for purchase on the following NetApp® products:

- NetApp hardware
  - During the original hardware warranty period
  - Upon expiration of the original hardware warranty period, with the purchase of Extended Warranty Hardware Support
- Eligible NetApp software (including related firmware and operating system, if applicable)

The following chart lists the support features of SupportEdge Premium provided under NetApp's Support Services terms.<sup>1</sup>

Support feature	Description	Entitlement details for SupportEdge Premium
System deployment	See the " <a href="#">Standard Deployment</a> " description for details and deliverables.	Optional add-on with initial purchase of system. <sup>2</sup>
Target Response Objective for Remote Technical Support	The NetApp Technical Support Center provides a response by remote means.	<p>Initial technical response objective from time of customer contact, based on priority level and availability of local language support:<sup>3</sup></p> <ul style="list-style-type: none"> <li>• Priority 1: 30 minutes; on a 24/7 basis</li> <li>• Priority 2: 2 hours; on a 24/7 basis</li> <li>• Priority 3: Next business day</li> <li>• Priority 4: Next business day</li> </ul>
NetApp Unified Support	<p>During the course of troubleshooting a support issue related to NetApp, if NetApp determines the problem resides with a third-party product, then, upon request, NetApp will assist the customer in opening a case with the third-party supplier, subject to any support agreement in place between the customer and the third-party supplier.</p> <p>To the extent it can, NetApp will assist the third-party supplier in its response and resolution of the customer's case. If the customer elects to open a case directly with the third-party supplier, upon request, NetApp will provide relevant case information to the third-party supplier.</p>	Included for NetApp hardware and software.

Support feature	Description	Entitlement details for SupportEdge Expert
Replacement Parts Delivery Target Response Objective	NetApp delivers replacement parts within the target response objective.	<p>Response objectives available for purchase are as follows.<sup>4,5,6</sup></p> <ul style="list-style-type: none"> <li>• 2 hours; on a 24/7 basis</li> <li>• 4 hours; on a 24/7 basis</li> <li>• Next business day</li> </ul> <p><b>Note:</b> Replacement parts will be shipped to customer locations for next local business day arrival. Local shipment cutoff times, customs, or other logistics factors such as size and weight may affect target response objective.</p>
Replacement Parts Installation	Installation of parts that are delivered by NetApp.	Installation of all replacement parts performed by NetApp. <sup>7</sup>
On-Site Support	NetApp sends authorized engineers to installation location to work on the problem after NetApp has isolated the problem and deemed on-site support necessary.	Included for NetApp hardware and software purchased.
Software Support Plan	See the “NetApp Software Support Plan” product description.	Included for NetApp software purchased.
Installation of Remedial Software Updates	NetApp may send an authorized service engineer to assist with installation of software updates.	Included for NetApp hardware and software purchased with system. <sup>8</sup>
Extended Warranty Hardware Support	See the “Warranty/Extended Warranty Hardware Support” product description.	<p>Included for NetApp hardware purchased.</p> <p>Included when SupportEdge Premium is purchased after the original warranty period.</p>

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2. Deployment services are available for most NetApp products. If the customer purchases SupportEdge Premium from an authorized NetApp reseller, the reseller may choose to offer their own deployment service.
3. The priority levels are defined as follows. All hardware cases will be evaluated for immediate work independent of priority. P3 and P4 software cases will receive a response and worked to resolution during NetApp regional business hours. Outside NetApp regional business hours, the response objective may be delayed for P3 and P4 software cases. NetApp regional business hours are typically 9 a.m. to 5 p.m. Monday through Friday but can vary with local language requirements. See your local service representative for more details.
  - **Priority 1:** NetApp node, system, or cluster is down, is unable to serve data, is in a state of frequent or repeating "panic" or "hang," or is in a state of degraded performance sufficient to prevent normal business operations. At this level, both NetApp and the customer must commit to around-the-clock action and involvement by all necessary and appropriate personnel and systems until a mutually agreeable workaround is provided and the priority level is downgraded.
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  - **Priority 3:** NetApp node, system, or cluster is experiencing an issue, anomaly, or cosmetic defect that inflicts little or no business impact, and a viable and mutually agreeable workaround or hardware/software upgrade exists to mitigate the problem.
  - **Priority 4:** Normal customer requests for information regarding the installation, configuration, use, and maintenance of your NetApp equipment are made. This includes administrative inquiries and Return Material Authorization information. There is no impact on customer's production systems or business operations.
4. Response time availability is based on the installation location of the NetApp equipment. Target response time objective clock begins after NetApp's triage of the issue.
5. When the NetApp solution contains third-party products, some of the components may not have the same target response time for delivery and part installation. Consult product documentation for further details.
6. For customers that need the target technical response, but want only parts delivery to do self-replacement to meet their data center requirements and support infrastructure, the customer may opt out of having NetApp install parts. Available options include opt-out for disk drives only or for all components. Additionally, there is an option to consolidate delivery of disk drives to normal business hours next business day. Details are in the [NetApp Support site guides](#).
7. Time to install part will vary by part complexity and access to equipment. For customers that need the target technical response but want only parts delivery to do self-replacement to meet their data center requirements and support infrastructure, the customer may opt out of having NetApp install parts. Available options include opt-out for disk drives only or for all components. Additionally, there are other preferences that can be set either by NetApp or the customer and changed to accommodate requirements. One preference is an option to consolidate delivery of disk drives to normal business hours next business day. Details are in the [NetApp Support site guides](#).
8. Customer is responsible for installing all software on NetApp equipment. This feature is limited to system software for which software is identified as the remedy for a material issue on the system.

