



COMPUTING

Scale Computing Support and Services

Scale provides our customers with complete support resources and services to maintain and operate their Scale Computing products at the highest possible levels of performance. We strive to ensure that our Customers have access to the wealth of experience and expertise that they rely on in a preferred vendor, online and via telephone, to get value from their Scale storage product.

Scale Computing offers two levels of support, covering both hardware and software.

STANDARD

- **The Standard offering** contains the essential features that you would expect from a storage vendor. The model customer that chooses Standard Support is one that requires support between the hours of 8am – 5pm Local Time Zone, Monday – Friday.

PREMIUM

- **The Premium offering** contains all the features of the Standard Offering, with the added benefits of support outside of normal business hours, more aggressive break-fix hardware replacement support, and better response times. The model customer that chooses Premium Support is one that requires storage support for applications that need to be available 24x7.

Obtaining Support






















There are 3 ways to contact the Scale Technical Support Team

1. **Online Customer Support:**
www.scalecomputing.com/support
2. **Email Support:**
support@scalecomputing.com
3. **Phone:** Toll Free 1-877-SCALE-59
International and local #: +1 317-856-9959

To upgrade your current support contract, contact:

Scale Computing Sales
Toll Free 1-877-SCALE-59
International and local #: +1 317-856-9959
Email: sales@scalecomputing.com

- Call if you have questions or if an issue arises with your Scale Computing storage system. Your call will be routed to a certified Scale Computing Technical Support Engineer.
- Have Your Proof-of-Entitlement Ready - For Entitlement, you will need the serial number of your storage module to place a service call. The serial number is located on the back of the storage. The label text includes SN plus a number and a bar code. In most cases, your name and your company name will suffice.

SUPPORT FEATURE	STANDARD	PREMIUM
Hardware Support included		
ICS Software Support included		
24x7 toll-free access to Scale Computing Support Engineers		
Exclusive Premium Support phone number		
Remote software installation of updates by certified engineers		
Remote hardware diagnostics, troubleshooting, and resolution		
Phone Support		
– Response	4-hr	2-hr
– Hours	8-5, M-F	24 x 7 x 365
Field replaceable parts		
Disk Drives	Ground	*NBD
Power Supplies (HA Units only)	Ground	*NBD
Full Units – *NBD cutoff is 8:00 PM EST	Ground	*NBD
Support via email for non-critical issues, 8 a.m. to 5 p.m. local time zone, Monday - Friday, excluding national and Scale Computing published Holidays		
On-site engineer response for hardware or software escalations, if necessary		
Assigned Technical Account Manager for critical issues		
Application, database connectivity, and case management support (Best Efforts)		
Collaborative support with third-party vendors through TSANet		
Unlimited access to Support Portal Solutions for: – Logging and updating cases – FAQs – Product Documentation, including Troubleshooting Tips, Best Practices, and White Papers	