SCALE COMPUTING SUPPORT & SERVICES

QUICK REFERENCE GUIDE

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SCALE COMPUTING SUPPORT & SERVICES

In the small and mid-market sectors and at the Edge, IT administrators need a partner in the data center, at the office, and at every branch, store, and satellite location. Think of our ScaleCare Support and Professional Services teams as an extension of Scale Computing Platform, putting essential service and support wherever you need it.

The cornerstone of the ScaleCare Support and Services organization is the support experience itself. We require technical and customer service expertise from all ScaleCare Support Engineers and our Engineers are able to go above and beyond the normal technical support experience users may expect. There are no scripts, no placations - only real engineers with real knowledge and technical wizardry.

For definitions, please refer to the Scale Computing Terms of Support & Maintenance.

CONTACTING SCALECARE SUPPORT

ScaleCare Support is available by phone 24/7/365 for immediate, critical assistance with your SC//Platform system. Live chat, email support, and general phone support are handled Monday through Friday from 8 AM to 6 PM ET.

	What It Does	Access
Telephone Support	Support is available for critical issues 24/7/365 by phone. Numbers are available in the link to the right. **Telephone support is recommended for the fastest response on priority issues, and the only response for critical issues after standard support hours Monday through Friday.**	**Scale Computing Global Phone Numbers**
Online Portals	You can submit, respond to, and close support cases in the Portal. You can also view your account status, case history, and SC//Platform assets at any time. The Portal is also used for professional services scheduling.	**Scale Computing User Community** **Scale Computing Partner Portal**
Live Chat Support	Live Chat with ScaleCare Support Monday-Friday 8 AM to 6 PM ET.	**Scale Computing Live Chat**
Email Support	Email ScaleCare Support Monday-Friday 8 AM to 6 PM ET for general (non-critical) questions, issues, or concerns.	**Scale Computing Support Email**

SUPPORT LEVELS

FULL SUPPORT	SOFTWARE ONLY SUPPORT
Software Updates	Software Updates
Documentation Access	Documentation Access
User Community Access	User Community Access
Hardware Failure Analysis	
Hardware Replacement/Fulfillment	

SERVICE-LEVEL AGREEMENTS (SLAs)

PHONE SUPPORT

Global phone support is offered 24/7/365 and is the recommended method to contact Support for critical issues. Call any time and reach a knowledgeable, live engineer who can assist you immediately with your SC//Platform solution. Calls to phone support are answered in an average of 13 seconds (2023). Find your local number in our Contact ScaleCare Support section.

EMAIL SUPPORT

Global email support is available from 8 AM to 6 PM ET. Email support is intended for any general questions, issues, or concerns. The Scale Computing Email Support SLA response time is 2 business hours after initial contact. Most email cases are answered within minutes during normal business hours (M-F, 8AM to 6PM ET), with an overall average response time under one hour. Find more information in our Contact ScaleCare Support section.

LIVE CHAT SUPPORT

You can live chat with our Sales and Customer Service or ScaleCare Support teams during standard hours Monday-Friday 8 AM to 6 PM ET. Live chats are answered by a live engineer in an average of 3 minutes (2023). ScaleCare Support recommends Live Chat for non-critical/information inquiries concerning your SC//Platform solution. Find the Live Chat link on the main Scale Computing website.

SUPPORT CASE SEVERITY LEVELS

When a new Support case is opened, Scale Computing Support will follow the guidelines listed below to assign a Severity Level to the case, based on the description of the problem(s) and their impact on overall data accessibility.

A Scale Computing Support Engineer will provide a verbal or written response to the submitted Support case within the Initial Response Time Objective listed below.

SEVERITY	DEFINITION	SERVICE OBJECTIVE	INITIAL RESPONSE TIME OBJECTIVE
1 (Critical)	A critical problem requiring immediate resolution. The problem may cause loss of data and/or restrict production data availability.	Resources applied continuously until a solution or acceptable workaround is found.	2 hours
2 (Major)	A serious problem that affects major functionality. Operation continues in a restricted fashion and there may be restricted access to production data.	Resources applied on a priority basis during normal business hours (8AM–6PM ET Monday through Friday), until a solution or workaround is found.	2 hours
3 (Minor)	A problem that minimally affects, if at all, functionality operations or for which an acceptable workaround exists.	Resources applied during normal business hours (8AM–6PM ET Monday through Friday) until a solution or workaround is found	2 hours
4 (Enhancement)	A minor condition or request that has no significant effect on the Customer operations.	Resources applied during normal business hours (8AM–6PM ET Monday through Friday) until a solution or workaround is found	1 business day

SOFTWARE UPDATES

NON-DISRUPTIVE SYSTEM SOFTWARE UPDATES

SC//Platform receives software and/or firmware updates directly to the SC//HyperCore web interface and SC//Fleet Manager, where they can be applied automatically with no downtime. A single click updates the hypervisor, the storage system, the firmware, and any other part of the complete SC//Platform system. The automated update process will intelligently relocate VMs between nodes to free the nodes, one at a time, to be safely updated. When all of the system nodes are updated, the VMs are returned to their original locations across the system.

Nodes and clusters on a General Availability (GA) release branch will receive "in-place" updates to that branch - these shorter updates don't require node reboots or VM live migration, allowing minor bug fixes and platform enhancements to be pushed to the field faster.

HARDWARE REPLACEMENTS

All hardware replacements are included for the duration of the contract per the ScaleCare Support Terms and Conditions at no additional cost to you. Simply contact ScaleCare Support Monday through Friday before 4 PM ET to ensure your replacement order is placed before the day's shipping request is sent.

Replacements are shipped Monday through Friday for next business day delivery in the continental US whenever possible, and for 1-2 business day delivery outside the continental US; Scale Computing does not currently offer weekend shipping. Replacements for SC//Platform are designed for simplicity; all standard replacements are hot swappable and should not require any VM or system downtime.

Scale Computing endeavors to ship in-stock items within one (1) business day. For system **components** that are not currently in-stock, Scale Computing will endeavor to ship the item within five (5) business days. For full **systems** that are not currently in-stock, Scale Computing endeavors to ship the item within one (1) week.

SUPPORT CASE BEST PRACTICES

- When facing a critical issue, don't hesitate to reach out to Support over the phone for the fastest response time. Phone support is available 24/7/365 and is the most efficient method to reach Support, especially in high priority and data-down scenarios.

- When calling into Support, have your account/company name, email, and a good callback number ready. You should also ensure you have access to the SC//Platform environment to open a remote support tunnel in order to get help quickly and efficiently.

- Scale Computing recommends using the Live Chat feature for quick access to our knowledgeable support team for non-critical or informational requests.

- To learn more about SC//Platform, discover new features, and troubleshoot minor issues that may arise, don't forget to check our User Community for a wealth of knowledge articles, product documentation, release notes, and more!

- To see 'real talk' from actual Scale Computing customers and users, look for us on Spiceworks. We maintain an active presence there, and are happy to answer questions! You can also find us on YouTube, LinkedIn, Facebook, and Twitter. You can also join the conversation with other Scale Computing customers in the Scale Computing User Community forums.

FEEDBACK & SUPPORT

DOCUMENT FEEDBACK

Scale Computing welcomes your suggestions for improving our documentation. Please send your feedback to **documentation@scalecomputing.com**.

TECHNICAL SUPPORT AND RESOURCES

There are many technical support resources available for use. Access this document, and many others, at **http://www.scalecomputing.com/support/login/**.

- **Partner Portal - Partner and Distributor use only.**
- **User Community - Customer focused, including our online Forum.**

Online Support You can submit support cases and view account information online through the Scale Computing Customer and Partner Portals at **http://www.scalecomputing.com/support/login/**. You can also Live Chat with support through **www.scalecomputing.com** during standard hours Monday-Friday from 8 AM - 6 PM EDST.

Telephone Support Support is available for critical issues 24/7 by phone at +1 877-SCALE-59 (+1 877-722-5359) in the US and at +44 (0) 808 234 0699 in Europe. Telephone support is recommended for the fastest response on priority issues, and the only response after standard Support hours.