

ScaleCare Support & Professional Services

White Paper

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Overview

ScaleCare Support is a team of #bestever engineers with a dedication to world-class service. There are no scripts or false platitudes here—only competent engineers fully trained in all things Scale Computing and ready to help you get the most from your HC3 system solution.

ScaleCare Support is available by phone 24/7/365 for critical issues. Live chat support, online Portal support, and email support are all also available Monday through Friday 8 AM to 8 PM in your local time. When you contact ScaleCare Support you reach a live engineer based in Indianapolis, Indiana. Engineers can access the HC3 system for near real-time support by providing a unique access code to be entered in the HC3 web interface. This code establishes a connection outbound—never inbound!—from the HC3 system to the Remote Support server.

The Remote Support server is secured by several password-protected public and private keys for each ScaleCare Support engineer. In fact, every HC3 node has an internal firewall that specifically prevents inbound SSH access, and the Remote Support tunnel can be closed at any time from the HC3 web interface. This gives you full control over your security at every level.

Our team of dedicated engineers works hard to ensure that our customers have the best support experience on every call; it is part of our #bestever mindset. It is not a goal but a requirement that every experience a customer has with our support team is the best they have ever had with any support team—ever.

When we aren't assisting with support cases, our team oversees customer onboarding and professional services. We assist in new customer installations and by providing cost- and time-effective professional services and programs. See our [ScaleCare Professional Services and Programs](#) section for more information on the services we can offer you!

ScaleCare Support Benefits

Every new system purchase includes 1 year of ScaleCare Support. Additional years can be purchased at that time as well. What other benefits does the ScaleCare Support contract offer you?

Phone Support

Global phone support is offered 24/7/365 for critical issues. Call any time and reach a knowledgeable, live engineer who can assist you immediately¹ with your HC3 system solution. Find your local number in our [Contact ScaleCare Support](#) section.

Email Support

Global email support is available from 8 AM to 8 PM in your local time. Email support is intended for any general questions, issues, or concerns. Most email cases are answered within minutes Monday through Friday, with an overall average response time under one hour (less than half the time of the ScaleCare Email Support SLA!).² Find more information in our [Contact ScaleCare Support](#) section.

Online Portal Support

The Online Scale Computing Portal is your one stop for support issues, documentation, account assets, professional services scheduling, deal registration, marketing tools, and more. We have unique portals for our Customers and our Partners, so please be sure to select the correct link when logging into your dedicated Portal 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 8 PM local time. Find the Live Chat link on the main [Scale Computing website](#).

Remote Installation

A Remote Installation service is included with the purchase of all new HC3 system nodes. The installation service is facilitated through an experienced ScaleCare Support & Services Engineer over the phone. Find more information in our [ScaleCare Professional Services and Programs](#) section.

System Health Checks and Recommendations

During standard hours Monday through Friday 8 AM to 8 PM local time, ScaleCare Support will provide system health checks at your request. This is a great chance to ask best practices questions, seek out any recommendations that may benefit your system, and ensure your HC3 system solution is working optimally for your busy business!

Non-Disruptive System Software and Firmware Updates

HC3 receives software and/or firmware updates directly to the HC3 Web Interface where they can be applied automatically with no downtime³. A single click updates the hypervisor, the storage system, the firmware, and any other part of the complete HC3 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. You can find a [video demo here](#) if you'd like to see this process in action!

Advanced 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 EDST 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 delivery⁴ outside the continental US; Scale Computing does not currently offer weekend shipping. Replacements for the HC3 system are designed for simplicity; all standard replacements are hot swappable and should not require any VM or system downtime.

ScaleCare Professional Services and Programs

Scale Computing is happy to help our customers with almost any aspect of the HC3 system solution. We offer a variety of professional services that enable you to both accelerate your implementation and secure and protect your HC3 system with confidence. Our ScaleCare Support & Services Engineers are experts who can guide you to success in managing your HC3 environment, whether you are a new or existing customer.

Professional Services & Programs	Professional Services & Programs								
	ScaleCare Network Configuration Service*	ScaleCare Remote Installation Service*	ScaleCare Premium Installation Service*	ScaleCare On-Site Installation Service*	ScaleCare Quickstart Migrate Service*	ScaleCare Migrate Service*	ScaleCare Disaster Recovery (DR) Planning Service*	HC3 Cloud Unity DR as a Service (DRaaS)*	Drive Retention Program*
Key Features	NETWORKING								
Network Planning	✓		✓						
Switch Configuration	✓		✓						
	INSTALLATION & TRAINING								
Installation Planning		✓	✓	✓					
Remote Installation Assistance		✓	✓						
On-Site Installation Assistance				✓					
Basic HC3 System Training		✓	✓	✓					
Expert HC3 System Training			✓						
	MIGRATIONS								
Migration Planning			✓		✓	✓			
Single Instance of Migration Assistance			✓		✓				
Comprehensive Migration Assistance						✓			
	BACKUP AND DISASTER RECOVERY								
Disaster Recovery Planning							✓	✓	
Disaster Recovery Run Book							✓	✓	
Disaster Recovery with Native HC3 Features**							✓		
Disaster Recovery as a Service (HC3 Cloud Unity in Partnership with Google)**								✓	
	SPECIALIZED PROGRAMS								
Local Drive Disposal for Policy and/or Security Compliance									✓

* See the following sections for service details.

** Includes minimal network troubleshooting between the local and remote repositories.

Professional Network Services

ScaleCare Network Configuration Service

Summary

- Environment review and networking planning call
- Best practices overview
- Knowledge transfer
- Remote configuration of 1GbE or 10GbE Switch(es)
 - The configuration of switches to work within existing networking infrastructure including VLANs, Spanning Tree, logging, and other basic switch functions
 - Setup of high availability networking for multiple switches, if applicable

HC3 is a hyperconverged infrastructure solution that requires 1GbE or 10GbE networking. Whether you have the existing networking in place or are adding/upgrading networking to support your new HC3 system, the ScaleCare Network Configuration Service is designed to assist you.

Our knowledgeable ScaleCare Support & Services engineers will provide guidance and configuration assistance⁵ with one switch per Network Configuration service to ensure you are able to seamlessly connect your environment to the HC3 system. The ScaleCare Network Configuration Service includes knowledge transfer to make sure you not only understand the requirements for the networking installation and configuration of your HC3 system, but also the best practices and considerations for future networking growth with your HC3 system.

Professional Installation Services

ScaleCare Remote Installation Service

Summary

- Assistance with basic network connectivity when using a compatible switch
- HC3 system configuration and primary initialization
- Basic HC3 system overview
- HC3 web interface review and basic training
- First time VM creation training when a Microsoft Windows operating system ISO file is provided by the customer

The ScaleCare Remote Installation Service facilitates a first-class installation of and knowledge transfer for your new HC3 system. HC3 is easy to install and configure; simplicity is part of our design. In fact, our engineers and customers can get a cluster up and running with live VMs in under an hour. We believe in our simplicity so much, this service is included in the purchase of all new HC3 nodes!

The Remote Installation Service is provided by experienced ScaleCare Support & Services engineers over the phone. The service includes two scheduled calls. The first call is an initial planning and prerequisites call while the second call provides installation assistance.

ScaleCare Premium Installation Service

Although we are confident you can get your HC3 system running smoothly on your own or with our included Remote Installation Professional Service, we know you might want more. That is what our ScaleCare Premium Installation Service is all about—four premium services in one great package!

- ScaleCare Remote Installation Service
- ScaleCare Network Configuration Service
- ScaleCare Quickstart Migrate Service
- ScaleCare Expert Training Service (Only available in this package)

If you want a jumpstart on your HC3 installation, we can assist you with every aspect of the implementation starting with the planning, prerequisites, and virtual and physical networking configurations (see the full [ScaleCare Network Configuration Service](#) for details), all the way through to the system configuration, introductory system walk through, and even post-installation workload migration (see the full [ScaleCare Quickstart Migration Service](#) for details). Also provided in this package is an exclusive block of one-on-one expert training with your dedicated ScaleCare Support & Services engineer!

The HC3 Expert Training Service provides a deep dive on everything HC3 with a dedicated ScaleCare Support & Services engineer. This training, a 2 hour block of exclusive time, will make you an HC3 expert on everything from virtualization, networking, and backup and DR best practices, all the way down to our patented SCRIBE storage system with its streamlined data management features. You'll basically have a PHD in all things HC3 by the time you are done with your installation!

ScaleCare On-Site Installation Service

HC3 systems are famous for being easy to rapidly deploy — and they are. Every HC3 user gets world-class Remote Installation assistance when installing their HC3 systems. For the most seamless deployment, however, nothing is better than having a ScaleCare Services Solutions Architect hands-on at your installation site.⁶

The ScaleCare On-Site Installation Service is designed to give HC3 users the most reliable deployment possible. This service brings a ScaleCare Services Solutions Architect directly to you. The ScaleCare Architect will not only help you to configure and deploy the HC3 system, but they will also walk you through the interface and first-time configuration tasks.

Before arriving on-site, the ScaleCare Services Architect will pre-plan the on-site visit to make sure all prerequisites have been met. HC3 systems deploy quickly, especially in the hands of a ScaleCare Architect, leaving plenty of time for further configuration, any outstanding questions or best practices you may be wondering about, and any other in-person knowledge transfers for your new HC3 system!

Professional Migration Services

ScaleCare Quickstart Migrate Service

Summary

- Initial discovery and migration planning
- Installation of migration agents (source machine to be migrated and HC3 target machine) and the migration management console
- Configuration of the migration job, initial data transfer, and the final workload failover
- Post-migration health assessment of the migrated machine

Our most commonly asked question about HC3 might be, “How do I move my workloads into the HC3 environment?” There are a number of migrate products and services on the market, but none is simpler or more tailored to HC3 than our ScaleCare Quickstart Migrate Service.⁷

Our HC3 Move Powered by Carbonite software solution migrates workloads with minimal downtime from any physical, virtual, or cloud platform onto the HC3 system.⁸ The ScaleCare Quickstart Migrate Service provides training in using HC3 Move to migrate one workload to HC3.

The HC3 ScaleCare Quickstart Migrate Service migrates one Windows or Linux physical or virtual workload into an HC3 virtual machine. It is a kickstart for customers who plan to manage the migration of all other servers to HC3 and want to ensure they understand how to use the HC3 Move software successfully.

ScaleCare Migrate Service

Summary

- Initial discovery and migration planning of workloads to migrate
- Scheduling and scope of each workload migration
- Preparation of the necessary migration software and/or tools
- Transfer, migration, and failover of each workload
- Post-migration health assessment of each migrated workload

Workload migration projects are a necessary part of any step up to a newer and better IT infrastructure. A full migration project requires discovery, assessment, planning, and scheduling before migrations can even begin. Unfortunately, migration projects are often not a familiar part of most customers' expertise as they occur only once every few years.

At Scale Computing, our ScaleCare Support & Services engineers handle migrations and their assorted tasks every day. Ours is a team of experts when it comes to planning, preparing, and executing workload migration projects.

The ScaleCare Migrate Service is designed to help expedite your transition to HC3 with a full-service migration solution for all of your existing physical or virtual workloads to HC3⁹ with minimal downtime or disruption. With this service, ScaleCare Support & Services engineers handle those complex tasks needed to migrate all of your workloads onto your HC3 system. This leaves you the time you need to handle all of the other demands on your busy schedule!

Professional Backup & Disaster Recovery Services

ScaleCare Disaster Recovery (DR) Planning Service

Summary

- Setup and configuration of systems for native HC3 replication
- Completion of Disaster Recovery runbook (complete Disaster Recovery process and plan)
- Best practices knowledge transfer
- Failover and failback demonstration
- Assistance in facilitating a DR test

Enabling disaster recovery is easy with HC3, but finding the time to put together a disaster recovery plan may be a bit more challenging. If you are short on time, or simply aren't sure how you should start drafting and designing a DR plan, we can help. Our expert ScaleCare Support & Services engineers will help to make sure you are fully prepared if or when disaster strikes.

The ScaleCare DR Planning Service utilizes the native backup and replication features of HC3. ScaleCare Support & Services Engineers will not only assist in the setup and configuration of HC3 DR features, but will assist in drafting a complete disaster recovery plan based on our proven DR runbook template.

The ScaleCare DR Planning Service will leave you ready to failover and failback workloads as needed, and provide you the knowledge and tools to perform DR testing when appropriate. The DR runbook provided as part of the service will be your essential guide for recovering your HC3 workloads should the need arise.

HC3 Cloud Unity DR as a Service (DRaaS)

The availability of critical IT workloads is the highest priority for any administrator. Without applications and databases, productivity stalls. In some instances, more than productivity may be lost — you may be facing lost sales or business in the event of a disaster.

At Scale Computing, we understand that you may not have the facility or capacity to host your own disaster recovery site. We also understand that traditional agent-based backup solutions are too complex for modern virtualization needs.

To address your disaster recovery needs, we have not only built high availability and system-to-system replication into our HC3 solution, but we are pleased to offer a disaster recovery service that enables you to protect your critical workloads through a virtual HC3 system hosted on the Google Cloud Platform.

HC3 Cloud Unity not only provides a way to protect your site against disaster, but gives you the ability to failover your VM workloads within minutes from the cloud. Connected with L2 networking, users and administrators can reconnect quickly when disaster strikes. The Google Cloud Platform is an ideal solution to ensure business continuity against site-level or regional disasters.

Find more information on this service [here](#).

Additional Programs

Drive Retention Program

Scale Computing is committed to data security and privacy at all levels. All hardware returned to Scale Computing or its Distributors is wiped, reformatted, and/or recycled in a responsible manner.

We also understand that some security compliance needs may require additional processes. In light of this, Scale Computing offers an additional paid service to help ensure your data is protected in a fashion that allows you to demonstrate security compliance for your business.

The Scale Computing Drive Retention Program allows you to destroy a failed drive on premises while a signed Certificate of Destruction is returned to Scale Computing in its place. This gives you full control over your data at all levels.

Contact your Scale Computing Sales Associate for more information on the Drive Retention Program.

Scale Computing Legion Online Community

If you prefer to chat with other Scale Computing customers for your support needs, Scale Computing has an online forum and community! This is a great medium with which to solicit the advice of your HC3 peers, benefit from their experience, find and discuss documentation, participate in ongoing product, hardware, and software conversations, and more!

[Scale Computing Legion Community Forum](#)

Please note that this community is not intended to provide ScaleCare Support assistance or to replace other Scale Computing communication channels.

Contact ScaleCare Support

ScaleCare Support is available by phone 24/7/365 for immediate, critical assistance with your HC3 system. Live chat, email support, and general phone support are handled Monday through Friday from 8 AM to 8 PM local time.

Contact Us	What It Does	Access
Telephone Support	<p>Support is available for critical issues 24/7/365 by phone. Numbers are available in the link to the right.</p> <p>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.</p>	Scale Computing Global Phone Numbers
Online Portals	<p>You can submit, respond to, and close support cases in the Portal. You can also view your account status, case history, and HC3 assets at any time. The Portal is also used for professional services scheduling.</p>	Scale Computing Customer Portal Scale Computing Partner Portal
Live Chat Support	<p>Live Chat with ScaleCare Support during standard hours Monday-Friday 8 AM to 8 PM local time.</p>	Scale Computing Live Chat
Email Support	<p>Email ScaleCare Support Monday-Friday 8 AM to 8 PM local time for general questions, issues, or concerns.</p>	Scale Computing Support Email

The Remote Support feature of the HC3 system allows ScaleCare Support engineers to access the system directly through an individual code on a case by case basis. Remote Support tunnels can only be enabled and disabled from the HC3 system outbound to the Remote Support server. No inbound connections are established from the Remote Support server and all outbound connections utilize SSH and 256-bit AES encryption.

Feedback & Disclaimer

Document Feedback

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

Disclaimer

¹ 2016 to 2018: M-F standard hours calls are answered in an average of less than 10 seconds; most are resolved in an average of less than 12 minutes.

² 2018: Average email response time is 50 minutes (24 hour responses) at the time this document was written; ScaleCare Email Support Service Level Agreement (SLA) is 2 business hours (M - F 8 AM to 8 PM local time responses) at the time this document was written.

³ Not applicable to Single Node System (SNS) HC3 solutions.

⁴ International orders are subject to government import and export laws and may be delayed accordingly.

⁵ Scale Computing will assist with the basic remote configuration of switches that are listed on the 'Recommended Switches' list in the HC3 Networking Guidelines document. This service is not a substitute for the product's user guide or support and is not covered under the support and warranty for the HC3 system. Scale Computing is not responsible for the support, maintenance, or troubleshooting of any product configured utilizing this service or for any advanced configuration required for the local networking environment. Contact the product vendor for advanced configuration assistance.

⁶ This service is for the system installation only. If a ScaleCare Quickstart Migrate Service is purchased, initial setup may be performed if time permits. This service does not include any additional post-installation services.

⁷ HC3 Move Powered by Carbonite licenses are purchased separately. No licenses are included with the Quickstart Migrate Service.

⁸ Desktop operating systems are not supported by Carbonite Move. Other guest operating systems must be supported in the HC3 environment and by the Carbonite Move migration solution. You can find the current list of supported guest operating systems in the HyperCore Support Matrix.

⁹ Guest workloads must be supported in the HC3 environment. You can find the current list of supported guest operating systems in the HyperCore Support Matrix.

Online Community

Scale Computing has an online forum and community! This is a great medium in which to solicit the advice of your peers, benefit from their experience, find and discuss documentation, and participate in ongoing conversations. Please note this community is not intended to provide ScaleCare Support assistance or replace other Scale Computing communication channels. Find the Scale Legion HC3 Discussion Forum at <https://scalelegion.community>.

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 8-8 local time.

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.