

ExaGrid® Standard Customer Support and Maintenance



DCIG 2011 Midrange Deduplication Appliance Buyer's Guide

"#1 Best in Class" - ExaGrid rated as
"Excellent" for target-based deduplication
hardware across all products.



ExaGrid Named Disk Backup Champion

ExaGrid receives highest rating for
exceptional product architecture,
exemplary company strategy and
strong viability, reach, and channel.



Best Deployment Scenario Winner - Data Recovery

ExaGrid's disk-based backup
solution saves Stratetic Hotels &
Resorts over \$150,000 annually,
provides three-month ROI.



ExaGrid Recognized as "Top Emerging Vendor" in Customer Interest

ExaGrid's customer support and maintenance services are designed to ensure that your ExaGrid system stays up and running to meet your data protection needs.

Support and Maintenance

Annual Fee: Yearly options based on a percentage of the actual purchase price of the system
Coverage: All hardware, software and support coverage listed below

Support Response

Requirement: Current annual customer maintenance and support renewal
Support Hours: 9:00 a.m. to 6:00 p.m. Monday – Friday, local customer time (optional 7x24 support available for an additional fee)
Methods: Phone or email support
Response Time: 80% of phone calls and emails will be responded to in less than an hour

Installation

Service: Installation is done via phone using a WebEx session. ExaGrid has installed thousands of customers and systems worldwide using this approach.

Self Monitoring, Automatic Notification, and Remote Support

Requirement: Current annual customer maintenance and support renewal
Valid remote access from an ExaGrid service center to the ExaGrid system
Service: Monitor any alerts including pre-defined thresholds
Remotely analyze and diagnose problems
Reconciliation: Many problems are quickly resolved without customer intervention. ExaGrid does not commit to what percentage of problems it can resolve without customer intervention.

Hardware Maintenance

Requirement: Current annual customer maintenance and support renewal
Program: All systems are modular, and all drives and power supplies are hot swappable. Any failed hardware components are shipped same day or next day business air and are replaced by the customer. 100% of the hardware is covered—disk drive, power supply, server, included network components.

Software Maintenance

Requirement: Current annual customer maintenance and support renewal
Program: All versions (point and full) included at no charge. There are no additional charges.

Contact Information

Support Email Address: support@exagrid.com
Support Phone Number: 1.800.868.6985 or 1.508.898.2872 option 2