

# Virtual Instruments Maintenance and Support Service

**VirtualWisdom Maintenance and Support Services provide 24 x 7 x 365 enterprise-class maintenance and support**



- 24 X 7 telephone availability
- Remote troubleshooting and root cause analysis
- Case escalation management
- Secure remote hardware monitoring
- Customer managed case severity level
- Self-help portal
- Knowledge base
- Software updates
- Warranty replacements
- Optional onsite spares program

The Virtual Instruments support team is dedicated to providing customers with the enterprise class services and support required to manage and maintain their Virtual Instruments monitoring solution for mission-critical SAN infrastructures. Our support services provide customers with easy and reliable 24/7 access to our support center, online resources and corrective maintenance services.

Virtual Instruments is available to assist in all VirtualWisdom® and SANInsight™ needs including:

- Preventive maintenance
- Corrective maintenance
- Firmware and software change updates and support
- Warranty equipment
- Spares support

Assistance with Severity 1 and 2 service requests is provided on a 24 x 7 basis via the customer portal, email and telephone.

## Hardware and Software Support

**Preventive Maintenance:** Virtual Instruments proactively notifies customers of maintenance steps to help prevent future problems.

**Corrective Maintenance:** Virtual Instruments works closely with customers to diagnose problems and plan the proper corrective action. Support personnel use a number of tools including remote diagnostic access to restore the equipment to normal operations as quickly as possible.

## Engineering Change Updates and Support

Virtual Instruments is constantly improving the VirtualWisdom product line delivered as Engineering Change Updates or Service Packs. Customers under contract automatically receive these updates.

## Customer Portal

Through a secure web portal, Virtual Instruments offer customers the ability to:

- Receive software updates
- Open new service requests, provide updates, check an incident's status and close existing services requests

- Provide web-based suggestions for enhancements
- Access product documentation and other technical information such as the Knowledge Base

## Knowledge Base

To assist customers in basic troubleshooting and in design and deployment of Virtual Instruments' products, Knowledge Base contains helpful answers to frequently asked questions and common or critical support cases.

## Spares Support

Virtual Instruments offers an optional onsite spares program enabling customers to maintain spares at their location, dramatically reducing replacement time.

## In addition to our standard Support and Maintenance Services, Virtual Instruments offer the following services:

- **QuickStart Express Service** combines on-site training and deployment assistance services to assist with smooth and effective solution deployment and for software-only, SAN Availability Probe deployments only. Includes deployment, project management and planning assistance, installation, configuration, training, verification, testing, custom alert, report and filter tuning, plus metrics analysis and optimization consulting. It is recommended for all new customer deployments.
- **QuickStart Enterprise Service** is a superset of the Express Service and recommended for deployments that include SAN Performance Probe hardware.
- **QuickStart Expert Service** is recommended for deployments that also include the Virtual Instruments Protocol Analyzer.
- **SAN Healthcheck and Scan Service** assures the health of key SAN infrastructure components and proactively identifies potential problem areas before they impact the business. By identifying the root cause of performance and infrastructure problems, this service improves the infrastructure availability, performance and SAN resource utilization.
- **Virtual Infrastructure Optimization and Best Practices Service** assists customers in planning and optimizing their virtualized environments and the implementation of storage best practices. It enables customers to optimize virtualized resource allocation and prevent SAN I/O bottlenecks and application performance issues.
- **Virtualization Infrastructure Healthcheck and Scan Service** expand on the SAN Healthcheck and Scan Service. Provides the ability to quickly identify performance and behavior anomalies and trouble spots on any virtualized server or storage environment.
- **SOS-4-SANs Service** is an emergency troubleshooting service designed for large enterprises running mission-critical applications struggling with SAN performance or availability issues. SOS-4-SANs can typically be deployed within 24 hours.
- **Expert Services** provide ongoing, post-installation services designed to ensure customers maximize the value out of their VirtualWisdom® implementations



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