

# Xsigo ServiceWorks

## World-Class I/O Virtualization Service and Support

Xsigo understands what matters most to you and your IT team: Agile, cost-effective, rock-solid IT infrastructure that enables your organization to achieve its most important goals.

With a full range of service and support offerings, Xsigo ServiceWorks helps ensure the stability and performance of your mission-critical networks. When your IT infrastructure is secure, it can enable your organization to:

- Increase revenue
- Increase customers satisfaction
- Increase employee productivity
- Reduce operational costs and complexity
- Reduce time to market

Xsigo ServiceWorks includes programs for a wide range of IT infrastructures, from small-scale LANs to global, enterprise-class WANs. Program levels include:

- Xsigo Premium
- Xsigo Enterprise
- Xsigo Professional
- Xsigo Core

You can select the ServiceWorks program with offerings best suited to your unique IT environment.

	Xsigo Core	Xsigo Professional	Xsigo Enterprise	Xsigo Premium
<b>Software/TAC</b>				
Maintenance Release	✓	✓	✓	✓
24 x 7 Certified Online Knowledge Database	✓	✓	✓	✓
Email Support (24 hr)	✓	✓	✓	✓
8 x 5 TAC Support	✓			
12 x 5 TAC Support		✓		
24 x 7 TAC Support			✓	✓
24 x 7 Onsite Support within 4 hours				✓
<b>Hardware</b>				
Next Business Day Advanced Replacement			✓	
48-Hour Advanced Replacement		✓		
<b>Disaster Recovery</b>				
48-Hour Replacement (4 units or less per site)			✓	✓
5-Day Replacement (5 units or more per site)		✓	✓	✓

## ServiceWorks Offerings

### Online Service and Support

- Software updates
- Web-based solution database
- Bug fixes
- Software release notes
- Case logging, status updates, progress review
- RMA requests
- Product documentation

### Email Support:

- Response to email inquiries within 24 hours

### Hardware Support:

- 48-hour advanced replacement of hardware
- Next business day advanced replacement of hardware

### Disaster Recovery:

- Handled within 48 hours for 4 units or less per site
- Handled within 5 days for 5 units or more per site

### TAC Phone Support:

- Core: 5 x 8
- Professional: 5 x 12
- Enterprise: 24 x 7 x 365

TAC calls are based on a self-evaluation priority system in which callers rank the severity of their own incidents. Unresolved issues are escalated quickly through the Xsigo hierarchy.

- **Priority 1:** Network is down and has severely impacted business
- **Priority 2:** Network is suffering from impaired operation, but a temporary fix has been deployed
- **Priority 3:** Need support with configuration questions
- **Priority 4:** Need more product information or want to log a documentation comment

Outage Duration	Priority 1	Priority 2	Priority 3	Priority 4
2 hours	Tech Support Manager			
4 hours	Tech Support Director	Tech Support Manager		
8 hours	VP Support VP Sales	Tech Support Director		
24 hours	President CEO			
48 hours		VP Support VP Sales	Tech Support Manager	
96 hours		President CEO		Tech Support Manager

## Premium Service

When downtime is *not* an option, Xsigo ServiceWorks Premium offers all of the features of Xsigo Professional, and more:

- On-demand spares: guaranteed availability at a local facility
- 4-hour response: technician arrives on-site with tools, equipment, and hardware spares to troubleshoot networking problems

## Contact Us

For more information on Xsigo ServiceWorks offerings, visit [xsigo.com/support](http://xsigo.com/support) or call toll free 866-974-4647 (international 408-736-3013).

## About Xsigo Systems

Xsigo is the technology leader in data center I/O virtualization, a solution that dramatically reduces operational expense by changing the way that servers are connected to networks and storage.



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