

Service Direct Maintenance Plans

For almost every organization downtime is an unacceptable situation that compromises workflow and consequently, competitiveness. A comprehensive support service strategy is critical to ensure that vital information resources are available when needed. Maximize availability of mission-critical systems and minimize downtime with Service Direct Maintenance Plans offered by Alliance Storage Technologies, Inc. (ASTI).

As a quality, ISO 9001 certified full-service manufacturer, ASTI offers customers a range of support services designed to match business needs, both in coverage hours and level of responsiveness. With 24/7 technical support, ASTI priority support is always available and helps companies meet today's demanding data availability challenges. Expert support and spare parts are available for current and legacy archiving libraries.

There are many aspects to a maintenance and support plan for optical storage libraries. As the exclusive manufacturer of the Plasmon™ and ASTI product lines, ASTI can provide the full support necessary for proper maintenance of archive libraries.



*Manufacturer-Direct Service Programs
from Data Archiving Innovators*

Maintenance Plan Benefits

- Assures uninterrupted access to valuable business data assets
- Support provided directly through the manufacturer is backed directly by hardware and software development teams resulting in the highest level of technical expertise
- Four levels providing quality support are available
- Expert technical support and hardware services provide expedient response
- Proactive support teams ensure maximum uptime
- Regular maintenance helps to defer the cost of system repairs and parts replacement
- Improved product knowledge through access to the technical support website and on-line Knowledge Base featuring manuals and technical documents (whitepapers, FAQs)
- Direct contact with contact ASTI Technical Support via telephone or e-mail
- Extensive network of ASTI Authorized Service Providers (ASP)
- Support coordination with third party software vendors

Service Plan Options

Service plans include remote, onsite, and telephone support at a variety of service levels depending upon business need. Configurable plans are based upon several variables including (but not limited to): coverage hours per day, coverage days per week, onsite response time, remote response time, and coverage area. ASTI also offers a complete line of certified Plasmon parts and only certified parts will be used in equipment.

	Standard	Guardian	Priority	Priority Remote
Mission critical escalation support			X	
Onsite service coverage	9 hrs / day M-F	9 hrs / day M-F	24 / 7	24 / 7 Remote
Onsite service response	Next business day	4 hours	4 hours	Next business day
Telephone support coverage	9 hrs / day M-F	9 hrs / day M-F	24 / 7	24 / 7
Bundled & embedded support for ASTI software	X	X	X	X
Access technical website	X	X	X	X
Product update access	X	X	X	X
Local spares stocking	X	X	X	X
Onsite preventive maintenance	X	X	X	X
1-hour call back	X	X	X	X
Incident management	X	X	X	X





Key Maintenance Plan Components

- Factory trained and certified field engineers
- Hardware diagnosis and repair – *qualified technicians with extensive experience*
- Software support with quick analysis and system functionality determination
- Remote support for system diagnostics and repair
- Factory tested & certified Plasmon/ASTI parts
- Local parts stock for timely remedial maintenance
- Proactive system analysis – *identify problems before they impact business*
- Preventive maintenance
- Proprietary access to ASTI Intellectual Property (IP) facilitates full analysis and resolution of issues
 - Direct access to product updates (patches/releases)
 - Firmware and software feature enhancements
 - Easy access to software license renewals
- 1 hour call back
- Incident management



ASTI solutions offer the only enterprise-class archive solutions that ensure data permanence, authenticity, access, longevity and removability at the low total-cost-of-ownership that businesses demand.

Maintenance Services are Still Available Without a Service Direct Contract

Need support and don't have an ASTI service plan?
 No problem - ASTI can get equipment operational again by providing an analysis of error logs and a repair estimate. Upon estimate approval, a qualified Field Engineer is dispatched to the site to perform necessary repairs at time and materials rates. Once the equipment is back in operation, take advantage of a full service maintenance plan with special rates and features.

ASTI Global Service Coverage Map

