

About Rackable Systems Support

Gold Support - Service Level Overview

The Rackable Systems line of compute and storage servers is an ideal choice for large-scale cluster deployments, with a key advantage in the areas of manageability and **serviceability**. Rackable Systems products offer exceptional ease of use, with installation performed by Rackable Systems, the customer, or a partner backed by Rackable System's world class technical support team.

For requirements that may fall outside the standard support offerings, **Rackable System's Professional Services Group** can provide a full range of solutions to support deployment needs; from designing optimal HVAC, power and network layouts, to creating custom operating system images optimizing infrastructure investment.

Gold Support Overview:

- Rackable System's Gold Support Service Level Program for Rackable Servers includes a comprehensive software and hardware support offering – available in one year, two year, or three year service contract options. Longer term contracts have been designed with attractive discount schedules.
- Worldwide help desk support is available **24 x 7, 365 days a year, with same day on-site response after Diagnosis and Agreement.***
- The Gold Support hardware repair program is available to customers via the Return Material Authorization (RMA) process, in addition to Advanced Replacement of components and systems when necessary.
- Also included is the option to purchase spares at a discounted rate for quick on-site parts replacements.
- Gold Support includes hardware and software support via collaboration with Rackable Systems hardware manufacturers in providing support for the device driver appropriate for the customer selected hardware, operating system and kernel.
- In addition to the above, Gold Support provides a **Customer Web Portal** for real-time access to trouble tickets and incident history, with **Quarterly Performance Review Meetings** to stay ahead of changing service and support requirements.

Qualifications:

- Rackable Systems Gold Support is valid for the term of the contract, with a start date beginning on the date of shipment.
- Gold Support covers defects in material or workmanship in the hardware, as well as software for the device driver appropriate for the customer selected hardware, operating system, and kernel purchased from Rackable Systems.

- Coverage is only valid on the hardware components packaged with the original Rackable Systems product. Devices added after the shipment from Rackable Systems are not covered. Damage due to external causes, including accidents, abuse or misuse are not covered.
- Recommended for Data Centers with a Dedicated Staff Remote from Data Center that can at least temporarily remedy situations with little aid, and hold spare systems

Contact Rackable Systems Support:

Rackable Systems offers Customers a single number and single incident tracking database that offers Customers worldwide help desk coverage and in-country technical expertise.

• Support Help Desk:

1-866-722-5230, or +1-408-240-8300, Option 4
Email: Support@Rackable.com
Web: <http://www.rackable.com/support/login.htm>

• Return Material (RMA) Request:

1-866-722-5230, or +1-408-240-8300, Option 4
Email: RMA@Rackable.com
Web: <http://www.rackable.com/support/login.htm>

• Customer Service (General):

1-866-722-5230, or +1-408-240-8300, Option 4
Email: CustomerService@Rackable.com
Web: <http://www.rackable.com/support/login.htm>

*Not available in all areas. Please call Support for available locations.