

About Rackable Systems Support

SelectSite Support 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.

Selectsite Support Overview:

- Rackable Systems' SelectSite offering includes a predetermined weekly schedule for datacenter service calls dedicated to facilitating system replacements and parts exchanges.
- On-site repair and troubleshooting, or RMA-only facilitation support options.
- Standard SelectSite Support Options include:
 - Full-time Dedicated Onsite Staff
 - Prescheduled Service Visits
- A single global helpdesk schedules and oversees all local on-site service visits. Support provided via phone, email, web, custom hours can be arranged
- SelectSite Support provides the option of a **discounted on-site spares program, which compliments Rackable System's on-site support obligations**. This program helps eliminate delays typically associated with shipping parts internationally and clearing local customs.*
- The SelectSite support offering is available in one year, two year, or three year service contract options. Longer term contracts are been designed with attractive discount schedules.
- SelectSite also offers a **Customer Web Portal** for real-time access to trouble tickets and incident history.
- Pricing determined by Facility Location, Dedicated Onsite Staffing level or Prescheduled Service Visit frequency and number of systems covered

*Recommended for Very Large Scale Data Centers to expedite repairs through on-site facilitation and coordination of systems and/or parts exchanges

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>

