

About Rackable Systems Support

Silver 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.

Silver Support Overview:

- Rackable System's Silver Support Service Level Program for Rackable Systems 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 Monday through Friday, 8am to 5pm local, which include telephone and/or email support, with **next business day on-site response after Diagnosis and Agreement**.*
- Rackable Systems' hardware repair program is available to customers via the Return Material Authorization (RMA) process, in addition to Advanced Replacement of components when necessary.
- Silver 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.
- Silver Support provides a **Customer Web Portal** for real-time access to trouble tickets and incident history.
- In addition, Silver Support provides twice yearly **Performance Review Meetings** to stay ahead of changing service and support requirements.

*Recommended for Data Centers with a Dedicated Staff Remote from Data Center that can at least temporarily remedy situations with little external aid

Qualifications:

- Rackable Systems Silver Support is valid for the term of the contract, with a start date beginning on the date of shipment.
- Silver 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.
- 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.

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>

