



Western Digital IntelliFlash™ Proactive Support

Overview

End users are entitled to Proactive Support when they order and pay for support as provided in the sales order. They also have the choice of choosing between Standard and Premier Proactive Support. When choosing the Premier Proactive Support option, end users can opt in to the Lifetime Storage Refresh Program that enables them to refresh their entire system (including media) or only the controllers (in all-flash systems) after the initial support term.

Limited Warranty

Every IntelliFlash™ array and expansion shelf comes with a 90-day limited warranty. The warranty includes:

- 24x7 support via phone and email
- Next business day hardware replacement for defective parts
- Software updates when available

Software Updates

Software updates are performed with a web-based UI and don't require outages or downtime. Western Digital also provides a pre-upgrade health check to all customers via our knowledge repository, so you can ensure seamless upgrades to the array, host, network, and infrastructure. In addition, Western Digital offers upgrade assistance if you need the expertise of one of our engineers for your upgrade.

Support Response and Escalation Times

Access support via phone, email, or web. Additionally, all arrays have call-home functionality, making it easy for users to address proactive and "action required" alerts.

Urgency	Response Time	Escalation to L2	Escalation to L3
P1	<15 Mins.	30 Mins.	60 Mins.
P2	<60 Mins.	2 Hrs.	4 Hrs.
P3	<4 Bus. Hrs.	16 Hrs.	32 Hrs.
P4	<8 Bus. Hrs.	As necessary	As necessary

Replacement Parts and Spares Kit

IntelliFlash arrays contain redundant hardware components to ensure a complete fault tolerant solution. The delivery of Field Replaceable Units (FRUs) to replace failed components are based on the level of support that end users purchase.

- Standard Proactive Support provides replacement parts the next business day (if request is received before 3 p.m.).
- Premier Proactive Support includes a kit of replacement parts (controller, storage media, power supply, connectivity cards etc.) that are stored on-site with the customer for immediate use.

Education and Training

Tune into our regular Tech Talk webinars for interactive training and enjoy access to resource documents, best practices guide, and reference architectures.

Phone Numbers

North America
(855) 483-4453

Europe
Belgium: 0800 261 89
Germany: 0800 184 4300
Netherlands: 0800 022 7749
Switzerland: 0800 554 337
United Kingdom: 0808-234-2044

Asia-Pacific
Australia: 1800 937 949
India: 000-800-050-1527

Email

IntelliFlashSupport@wdc.com

Web

westerndigital.com/support

Support Offerings

Features	Standard	Premier
Customer Care		
24x7 telephone and email assistance	✓	✓
Access to IntelliCare cloud-based monitoring and analytics ¹	✓	✓
IntelliShell Remote Access	✓	✓
Proactive event notifications and case generation	✓	✓
Hardware Replacement		
Refresh to the latest hardware ²	Not Available	Option Available
Availability of replacement parts	Next Business Day	Onsite Spares Kit
Guided component replacement	✓	✓
4-hour onsite "Smart Hands" parts replacement	Not Available	✓
Software Updates		
Access to all software updates (major, minor, and maintenance releases)	✓	✓
Online Customer Community		
Access to user and installation guides, knowledge base, communities, and other relevant documentation	✓	✓
Communications and Training		
Access to IntelliFlash customer community via Customer Connect!	✓	✓
Monthly "Tech Talk" customer webinars	✓	✓
Technical bulletins and service advisories	✓	✓
Advanced Services		
Access to dedicated Technical Account Manager	Not Available	✓
Quarterly system health checks	Fee-based Service	✓
Quarterly account activity reviews	Fee-based Service	✓
Quarterly account performance analysis	Fee-based Service	✓
Quarterly environmental reviews	Fee-based Service	✓

¹ Proactive alerts, data collection, trends with IntelliCare™, an opt-in customer care program offering cloud-based analytics to help you simplify storage administration and maximize the uptime of all your IntelliFlash Arrays

² Refer to the Lifetime Storage Program.

Western Digital

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