

# ProActive Support Plan: Problem Solved

While the modern data center becomes more complex, with greater dependency on components such as storage and virtualization, the support for these environments has not evolved. Traditional support plans provide support after an outage or failure has occurred, but today's complex technology environments demand support that identifies potential issues before they occur to keep your business running smoothly. That's why Siwel is offering this Proactive Support Plan. The plan provides ongoing support and valuable insight into your environment, tailored to your specific needs. This Proactive Support Plan ensures timely and personal access to recognized Virtualization and Storage engineers. Siwel's Proactive Support package provides our customers with a higher level of service and a higher level of system performance than traditional support plans offer.

## ProActive for VMware & NetApp

- VMware & Storage monitoring:
- Performance issues and events
- Threshold alerts and warnings
- Storage Capacity events (RAID Group, Volume, LUN)
- Quarterly Health Checks with findings document
- Annual Full VMware & Storage Health Check with detailed report
- Renewable pool of 24 discounted support hours to be used in support of VMware Infrastructure and SAN/NAS.
- Access to expert VMware and Storage engineers for support issues
- Starting at \$1,250 per month with 1 year contract (Savings of over 45%)
- A savings of more than 45% off the cost when purchased separately.
- Custom Support packages available upon request.

ProActive Support is available for environments running VMware®, NetApp®, or both. For more information on solving problems before they happen, contact your Siwel representative, or visit us online at [www.siwel.com](http://www.siwel.com).