



## Relax. We've got your back.

Does the challenge of managing business critical storage systems have you on edge? With EagleWatch services for Tier One storage products, we provide a single point of contact and several levels of support to help ease the stress of maintaining and supporting your storage solutions.

### Option 1: EagleWatch 24x7 Phone Support and Automated Email Notification

Eagle offers 24x 7 phone support for all EagleWatch qualified products\*. Also included with this option, is our Automated Email Notification service which allows critical warning and error messages from EagleWatch qualified products to be automatically forwarded to the Eagle help desk for review. The appropriate action will be taken to insure minimal down time. This service is free for the first year on EagleWatch qualified products purchased and installed through Eagle. This support option can be renewed annually with your support contract. Contact your Eagle Account Executive for information on subsequent year pricing.

### Option 2: EagleWatch Remote Administration

With Remote Administration, a dedicated Eagle engineer has remote access to the storage environment and is responsible for daily tasks associated with successful administration of EagleWatch qualified products. This includes monitoring logs, sourcing and correcting errors, and contacting the appropriate onsite operator to address onsite errors that cannot be corrected via remote login. Contact your Eagle Account Executive for pricing.

### Option 3: Onsite Administration

This service provides an onsite engineer to manage and administer EagleWatch qualified products in your storage environment. This service can be used to augment your staff during the learning curve of a new solution, or as a temporary service when in house resources are not available. This service provides all of the benefits of EagleWatch Remote Administration while providing a dedicated onsite engineer, usually available within 24 hours, to assist with needs in the datacenter. Contact your Eagle Account Executive for pricing.

### Option 4: Eagle Watch for VMware

Eagle provides first-level support for VMware solutions free for the first 90 days after installation. For continuing first-level support, Eagle offers EagleWatch for VMware. Contact your Eagle Account Executive for more details about this support option.

For more information, contact us today at 800.477.5432.

\*Contact us for more information on criteria for Eagle Watch qualified products.

NOTE: EagleWatch support levels are subject to change and do not represent or void any type of manufacturer warranty.



People making technology easy.