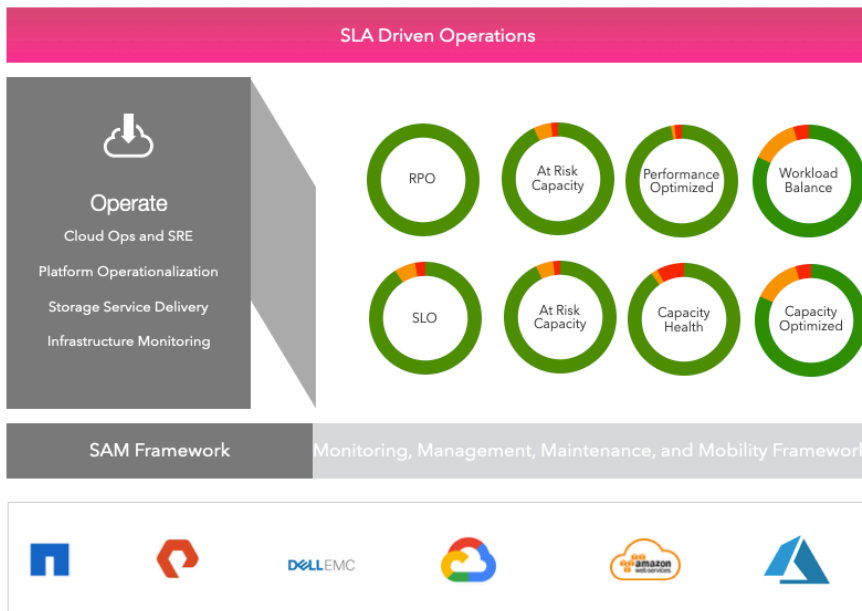


Hybrid SAM SOLUTIONS

Holistic Systems Management

Current Approach

Supporting converged environments can be costly with maintaining multiple SAM's for each technology silo. Coordination of problem resolutions can also be difficult to manage with vendor crosstalk and ownership.



A Better Way

Leverage a consolidated SAM and reduce management complexity and costs as great as 3X. By owning of the entire stack, we look at the environment holistically across platforms and provide a vendor neutral solution. Our SAM's have your best interest at heart by providing an unbiased look at your environment to provide better oversight. We become the liaison between vendors and eliminate vendor crosstalk accelerating problem resolution.

We provide solutions for the following combination of converged environments:

- **Storage:** NetApp, Pure, EMC, Isilon, HP, 3PAR
- **Converged Infrastructure:** Flexpod, Nutanix
- **Virtualization:** VMware, Hyper-V
- **Cloud:** Azure, AWS, GCP
- **Networking:** Cisco, Palo Alto Networks, Brocade
- **Compute:** Cisco UCS, HP, Dell, IBM

Key Benefits

- Reduce costs with resource consolidation
- Reduce complexity with holistic management
- Accelerated problem resolution
- Vendor neutral support

Our Offering

Account Management:

- Scheduled service review meetings
- Install base data management assistance
- Lifecycle management reports (EOS and service contract expiry)
- Account documentation

Proactive Support

- Monthly best-practice recommendations and tracking
- Case trending analysis
- Field alert analysis
- Reporting (storage efficiency, capacity)

Version Advisory

- Quarterly upgrade planning
- Version recommendations and bug tracking

Escalation Support

- 24/7 Priority 1 case management
- Priority 2-Priority 4 case escalation management
- Process postmortems
- Technical root cause analysis

Support Account Manager Packages

- 1 to 10 systems covered
- 1 to 20 systems covered
- 1 to 75 systems covered
- 1 to 150 systems covered
- 1 to 300 systems covered
- 1 to 400 systems covered

NOTE: Some Packages Include Dedicated Support Account Manager Representative

Contact Us for More Information

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Solution Details

Case Management

Priority 1

Oversight of cases properly escalated to Priority 1 status on a 24/7 basis by way of Notification alerts, augmenting communication. Priority 1 case management coverage is provided by the individual providing the primary Support Account Manager services during normal local business hours. Coverage outside of normal local business hours is provided by an after-hours team.

Priority 2-Priority 4

- Oversight of Priority 2-Priority 4 case escalations is provided during the performance of Support Account Manager services during the fulfillment location business hours.
- The Support Account Manager services include review of customer twice a week as deemed appropriate by MetroSys best practices to track the status of each case. The customer is expected to follow the standard escalation processes and best practices.

Process postmortems (only on request from the customer or account team approved by MetroSys) will include:

- Review of process for the designated case or cases
- Action plan proposal to minimize repeats
- Education of customer on support process

The process postmortem is limited to Priority 1 cases and can be delivered via a Service Incident Report (default method) or a Comprehensive Service Incident Report (upon request). Process postmortems are targeted for delivery within 10 business days of MetroSys' receipt of the written request.

Technical root cause analysis

Upon a validated customer or account team request, the Support Account Manager offering will include provision to the customer of a technical root cause analysis of Priority 1 cases with details concerning failure events and follow-on steps to remediate recurrence. The technical root cause analysis is delivered by the Support Account Manager through e-mail or a PowerPoint presentation. The analysis is limited to Priority 1 cases and does not include hardware root cause analysis if RCA is possible.

Service review meetings. For systems that have support enabled, the individual providing the Support Account Manager offering service provides scheduled reviews of the operational aspects of covered serial number systems purchased (for example, support cases, best practices, and potential risks).

Install base (IB) data management assistance. The individual providing the Support Account Manager offering service advises the customer on install base data management best practices to assist the customer in achieving optimal customer systems and contact data registration of each vendors CRM (if applicable). The IB information is provided to the customer in a standard report form that is reviewed in the service review meetings.

Lifecycle management reports (End of Support reports). These reports alert the customer and the account team to hardware products that will reach their end of support.

- Delivered two times per year
- Applies to hardware only

Lifecycle management reports (service contract expiration).

These monthly reports alert the customer and the account team to service contracts expiring in the following 90 days.

Account documentation. The individual providing the Support Account Manager offering service maintains an internal document with key high-level information about customer systems and processes as well as account contact information required to enable effective support of the customer's environment, in particular for effective Priority 1 case handling.

Monthly best-practice recommendations and tracking. For systems with "call home" functionality enabled, the customer receives a monthly update for each vendors best practices using a Supportability Profile report.

Case trending analysis. On a periodic basis, the individual providing the Support Account Manager offering service coordinates with the account team to provide the customer with analysis of issues relating to the architecture and the environment of systems with a high case count or failure rate on hardware components.

Field alert analysis. During a service review meeting or upon the release of a Customer Support Bulletin, the Support Account Manager offering service coordinates with the account team to provide the customer with analysis of issues relating to the architecture and environment of systems requiring attention to maintain system availability and reliability.

Efficiency and availability reports storage efficiency reporting.

The individual providing the Support Account Manager offering service provides current usage and efficiency metrics.

Capacity reporting.

The individual providing the Support Account Manager offering service reports on volumes and aggregate capacities to help the customer mitigate the risk of volumes and aggregates running out of space.

Release recommendations and bug tracking. On an as-needed basis, the individual performing the Support Account Manager offering service, by way of e-mail, assists the customer in planning related to new software releases targeted to address software defects affecting the customer's systems.

Software upgrade plans. The Support Account Manager offering will provide assistance to the customer with software/firmware planning through generation and delivery of a report.