

Cloudian provides a unique combination of tools and expertise to help you get the most from your Cloudian deployment — whether single location or petabyte scale-out across multiple locations around the world. Our support offerings are designed to ensure the success and operational health of your Cloudian deployment, maximizing uptime and performance while also delivering proactive analytics and insight.

Hardware Warranty¹

1-year Hardware Warranty: Cloudian will replace defective hardware parts

Cloudian Support Offerings	Appliance Support	Software Support
Helpdesk Support² 24 x 7 x 365 telephone and portal assistance S1: Response within 30 minutes via Support Portal S2: Response within 4 business hours S3: Next business day response (Monday through Friday)	✓	✓
Smart Support Secure managed communications connecting customers' sites with Cloudian <ul style="list-style-type: none"> • Provides operational, performance insight and other analytics • Proactive system status notifications 	✓	✓
Online Support Portal Access Access to Cloudian technical support and how-to guides. Create, manage, and track service requests. Find solutions to known issues and frequently asked questions.	✓	✓
Software Update Access Access to HyperStore software updates and maintenance releases.	✓	✓
Advanced Hardware Replacement Shipment of replacement part(s) in advance of receiving defect part(s) <ul style="list-style-type: none"> • Next business day in the US and Europe • 72-96 hour worldwide (based on region) 	✓	Not Applicable
Onsite Support Technician⁵ Next business day technical support	Add-on Option	Not Applicable
Onsite Spares Option Availability of spare parts or entire kit onsite	Add-on Option	Not Applicable

Notes:

- Support options can be purchased for 1, 3, or 5 years. Standard warranty period in EU countries is 3 years.
- Severity levels are defined as:
 - S1: Production system is non-operational, corruption or inability to read/write data, security violation
 - S2: Restricted operations due to service loss, severe performance problems, system down issue with workaround
 - S3: Question / inconvenience — limited loss with minimal service operations impact
- Parts Replacement time begins when root cause identification is complete. Request must be submitted by 3:00pm local time. Local holidays may affect NBD delivery. For areas not covered, Cloudian offers onsite spares option.
- Option to keep rather than return defective disks for additional fee.
- Field technician support provided for replacement of defective part(s). Request must be submitted by 3:00PM local time for service the following business day.



Enterprise-Class Support

Cloudian offers enterprise-class customer support to ensure your success.

- Cloudian includes hardware warranty support with HyperStore 1500, HyperStore 4000, HyperFile 1000, and HyperFile 2000 appliances.
- Standard support includes access to Cloudian online Support Portal and Community Forum as well as Smart Support.
- Advanced replacement of appliance parts includes hard drives, power supplies, fans, and/or memory.
- Add-on options include onsite spares and next-business-day technical support with trained field technicians dispatched to the deployment site for onsite service provision.

Cloudian, Inc.

177 Bovet Road, Suite 450
 San Mateo, CA 94402
 Tel: 1.650.227.2380
 Email: info@cloudian.com
www.cloudian.com