EMC Storage Arrays
Post Warranty Support

SINCE 1991 SHERLOCK SERVICES
Supporting Enterprise IT

Sherlock Services offers Post Warranty Support for hardware break/fix and software phone assistance. We recognize that you have made a huge investment in enterprise storage and didn't intend on sweeping it off the floor for new equipment after the manufacturer's warranty runs out. Sherlock Services offers a wide range of support contracts to fit your needs and budget.

Sherlock Services

Since 1991 providing experience and dedication supporting multi-vendor environments

Sherlock Services is one of the premier post warranty providers of hardware and software support for HP, 3PAR, Hitachi, Compellent, IBM, LSI, Dell, Sun, EMC and various other products. The Sherlock Services Mission is to maintain our customer's infrastructure so that they can operate 24x7x365 without interruption to their business.

Sherlock Services offers support contracts that vary from 5 day - 8am-5pm next day response to 24x7 - 4 hour response depending on your needs. With local parts and technicians, we are able to solve hardware failures quickly and cost effectively. With our Proactive Health Check Assessment, we discover potential problems in advance to avoid possible future downtime. Our support technicians are fully certified and are capable of performing assessments, installation, maintenance, and administration of all systems, storage, printers and peripherals.

We provide support for the following models:

Legacy EMC	EMC Storage	EMC Nearline
Model 10	Symmetrix	Avamar
Model 20	CX Series	Data Domain
Model 30	AX Series	Virtual Tape Library
Clariion 5300	VNX Series	
Clariion 5700	DMX	
Clariion FC4700	VMAX	
Clariion IP4700	Isilon	
	Celerra	

Rest assured that your EMC storage array is monitored 24x7x365 via our PASS (Pro-Active Seamless Support) monitoring tool. PASS is a full-featured, automated solution for monitoring your storage array. It is easy to install and setup, and it works in the background. PASS consistently monitors your environment for any changes that may constitute an issue with the equipment's functionality. Once triggered, it opens a service ticket and sends error reports to knowledgeable personnel who can then troubleshoot and resolve the issue proactively before it becomes a problem or an interruption to your business.

8am – 5pm Next Day Support Package
- Hardware break / fix (audit required)
- Basic O/S remedial support
- 4 hour maximum call back from our help desk
- Next day parts
- Monday-Friday 8-5 remote telephone support

8am – 8pm Same Day Support Package
- Hardware break / fix (audit required)
- Basic O/S remedial support
- Same day parts during regular business hours
- On-site maintenance kit
- Monday-Friday 8-8 remote telephone support

24 x 7 x 4hr Support Package
- Hardware break / fix (audit required)
- Basic O/S remedial support
- 4 hour maximum call back from our help desk
- Same day parts
- On-site maintenance kit
- Unlimited telephone support

24 x 7 x 4hr Phone-in Software Support
- Basic O/S support / troubleshooting
- Advice and support with Admin functions
- Unlimited telephone support

Please contact a Sherlock Services Account Rep to tailor a support agreement to fit your business needs.

NEED DATA CENTER EQUIPMENT MOVED?

Let Sherlock Services help you design an action plan to minimize downtime, control spending, reduce liability, and provide a smooth transition. With years of experience in moving equipment, we are capable of moving a single system or a whole computer room. Whether it is between buildings on the same campus or across the country, we can get the job done.

866.827.6804
SherlockServices.com

Relax… We've Got You Covered…