

Hitachi Storage Arrays

Post Warranty Support



Sherlock Services offers hardware break/fix and software phone assistance for Hitachi, HP XP-Series, and SUN Series Arrays. 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.

Hitachi Model	HP Model	SUN Model
7700-MP	XP256 (EMC256)	N/A
9910	XP48	Storage 9910
9960	XP512	Storage 9960
DKC450 (9970V)	XP128	Storage 9970
DKC460 (9980V)	XP1024	Storage 9980
DKC505 (USP NSC55)	XP10000	StorageTek 9985
DKC510i (USP)	XP12000	StorageTek 9990
DKC615i (USP VM)	XP20000	StorageTek 9985V
DKC610i (USP-V)	XP24000	StorageTek 9990V
DKC710i (VSP)	P9500	N/A
Hitachi Models		
Thunder Series: 9570V 9580V 9585V		
AMS Series: AMS200 AMS500 AMS1000 AMS2100 AMS2300 AMS2500		
HUS Series: HUS110 HUS130 HUS150 HUS-VM		



Rest assured that your Hitachi 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

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

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 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.



Relax... We've Got You Covered...

866.827.6804
SherlockServices.com