

# LSI Storage Arrays

## Post Warranty Support



Sherlock Services offers hardware break/fix and software phone assistance for LSI Storage Arrays. LSI has been the manufacturer for many years behind the scenes providing arrays for Dell, IBM, Sun, and NetApp.

### 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.

LSI Controller	IBM Controller	Dell Controller	STK Controller	NetApp Controller	NCR Terradata Controller
LSI 1333	DS3200				
LSI 1532	DS3300		2510		
LSI 1932	DS3400		2540		
LSI 2600	DS3500			E2600	
	DS3950			E2700	
	DS4100 (FAST 100)			E5400	
	DS4200			E5500	
	DS4300 (FAST 600)			E5600	
Engenio E4600	DS4400 (FAST 700)		D178		
Engenio E5600	DS4400 (FAST 700)		D280		
Engenio E6000			FLX380		
	DS4500 (FAST 900)				
LSI 3992	DS4700 Model 70	MD3000	6140		
LSI 3994	DS4700 Model 72	MD3000	6140		NCR6287
LSI 6998	DS4800 Model 80	MD3000	6540		
LSI 6998	DS4800 Model 88	MD3000	6540		NCR6843
LSI 7900	DS5000 Series		6580 / 6780		
LSI 4900	DS5020				
	DS5100				
	DS5300				



Rest assured that your storage array is monitored 24x7x365 via our monitoring tool. PASS (Pro-Active Seamless Support) 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.

#### 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

### 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