

# Voltaire® Support & Services

## Overview

At Voltaire we understand the important role our solutions play in your technology environment. To assist in protecting that investment, Voltaire maintains a best in class global support operation employing only senior level systems engineers and utilizing state of the art CRM systems. We commit to the highest levels of customer and partner satisfaction and will work tirelessly to exceed all your support expectations.

## Support Programs

Voltaire offers a comprehensive set of support programs to meet the needs of every customer and partner. Getting the right level of investment protection at the right price is as simple as selecting one of the following programs.

### End User Support

Our Standard Support packages provide protection for your system hardware and software components. Voltaire's Technical Assistance Centers (TAC) are here to assist with all your technical needs. From advanced hardware return material authorization (RMA) to the latest software patches and bug fixes to our renowned best practice guides, Voltaire Support has you covered.

#### End User Support Elements:

- Advance hardware replacement (priority air ship within 24 hours of RMA assign)
- Software maintenance including updates and bug fixes
- Web access to knowledge base, doc search, and web cases
- Web-based technical training
- TAC eSupport via e-mail and Web
- Toll free TAC access (during normal business hours for US/EMEA/APAC TAC centers)
- TAC response within four hours (during normal business hours for US/EMEA/APAC TAC centers)

### Partner Support

Our Partner Assist Support is designed to augment our many service partners around the globe. This program provides Voltaire service partners with hardware and software protection as well as access to our senior global support experts to back your every need. Add to that our technical training certification programs and your support team has everything it needs to deliver end-user support with confidence.

#### Partner Support Elements:

- Advance hardware replacement (priority air ship within 24 hours of RMA assign)
- Software maintenance including updates and bug fixes
- Web access to knowledge base, doc search, and web cases
- Web-based technical training
- Level 3 TAC eSupport via e-mail and Web
- Level 3 toll free TAC access (during normal business hours for US/EMEA TAC centers)
- TAC response within four hours (during normal business hours for US/EMEA/APAC TAC centers)

*"I am very impressed with your tenacity and desire to help me solve my problem... it has been a pleasant experience working with Voltaire support."*

Major information technology research center

## Voltaire Global Professional Services

Voltaire Global Professional Services (GPS) ensures rapid adoption and maximum utilization of high performance computing and data center solutions. Voltaire's consultants and engineers bring substantial expertise in fabric design, configuration and deployment, as well as in application communications and tuning, allowing you to leverage Voltaire solutions to get the most out of your application infrastructure.

### Service Offerings

#### Optimization

GPS consultants and engineers will help fine tune fabric traffic and can look at application communication patterns to maximize network efficiency. We provide a thorough and systematic analysis of networking requirements to ensure you get the most performance possible out of your deployed application infrastructure.



## Features and Benefits

- Small company attention with large company capability
- Globally deployed CRM system designed with the highest level of feature utilization
- Senior systems engineers for all levels of call response
- Best in class SupportWeb tools
- Voltaire Toolbar for simplified searches
- Renowned knowledge base
- Online technical training center
- Custom assistance based upon customer's unique requirements
- Full ROI on investments through efficient implementation
- Knowledge transfer to your internal resources
- Augmentation of in-house development team



## Knowledge Transfer

GPS personnel will transfer essential knowledge about Voltaire's products and best practices for deployment, as well as critical product knowledge to help customers become effectively self-supportive.

## Installation Services

Professional services packages have been designed to ensure the Voltaire solution is deployed rapidly and efficiently. We offer turnkey packages that cover everything from unpacking to benchmarking with a final check on the health of the fabric itself. These services are also available a la carte to augment existing deployment plans.

## Applications Engineering

GPS provides highly skilled engineers that are trained and experienced in optimizing application infrastructure performance. Performance criteria are set in consultation with GPS consultants to define benchmarks that are tailored to the specific environment and applications. Voltaire's experience in RDMA, applications acceleration, and MPI can bring unmatched performance to your solution.

*"After sending extensive log files to Voltaire support for analysis, we received a response with detailed guidance for the solution in less than an hour."*

World leading pharmaceutical company

## Global Professional Services Packages

### QuickStart Installation Remote

*Provides expert resources to assist in bringing up the cluster*

A GPS engineer will validate your Voltaire switch software and perform a fabric health check ensuring that your cluster is operational and error free. Upon completion of the health check, a review of cluster best practices will be delivered to the customer's staff.

### QuickStart Installation On-Site

*Provides all the elements of the QuickStart program with the addition of an on-site engineer*

This is ideal for those with secure operations, or customers who prefer the on-site approach to assistance.

### Network Installation On-Site

*Provides expert resources to perform the full installation with a custom plan for delivering on crucial installation tasks and requirements*

This service is built by selecting from our standard deployment services, from full hardware and software installation and cabling to fabric cleaning and benchmark testing. When the installation is successfully concluded, full cluster documentation

and technical knowledge transfer will occur for the customer's administrators. The Network Installation On-Site package is managed with a detailed Statement of Work (SOW) to deliver on specific requirements. This ensures that the Voltaire solution is fully integrated and customer needs are fully met upon completion of the service.

## Applications Engineering

*Delivers customized results through an RFQ requirements response process*

This product is designed to address the highest level engineering and deployment requirements. Through an RFQ process, Voltaire GPS will develop a custom SOW to meet all requirements. Projects can range from days to months and can be delivered remotely, on-site or even with access to Voltaire's engineering labs.

Voltaire GPS is often asked to provide performance optimization of Linpack benchmark results or other home-grown applications that use solutions ranging from Oracle implementations to Voltaire's Multicast Engines (MCE) and Messaging Service (VMS), our low-latency messaging transports. Our extensive involvement in various open source projects—including the InfiniBand OFED drivers, OpenMPI and iSER—are often leveraged to deliver a production level, high performance computing environment.

## Technical Training

Our Technical Training starts with an online technical training center where customers and partners can access online CBTs or certification programs, schedule to attend our in-house training or request a customized on-site training program to meet your needs and schedules.

Voltaire Technical Training provides all the information you need to understand InfiniBand technology and its implementation and use. The courses are developed by the people who know Voltaire InfiniBand solutions best, and are essential for technical engineers, field engineers, systems engineers, and support engineers working with Voltaire solutions. Course curriculums cover all the powerful features of Voltaire's InfiniBand Solutions and how to properly plan, implement, grow, and maintain an InfiniBand-based cluster.

*"I am really impressed... Voltaire support cannot be beaten!"*

Service and software company for design and simulation environments



**Contact Voltaire to Learn More**

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