

Support & Professional Services

Comprehensive, Flexible Programs To Ensure Your Success with Voltaire Grid Interconnect

Committed to Your Success

At Voltaire, we believe in a high-touch, "customer-first" approach that emphasizes long-term partnerships dedicated to the success of your Voltaire-powered solution. Voltaire's customer support and professional services teams have deep, hands-on experience helping customers optimize performance of their clusters and grids. Our feature-rich support programs are designed to ensure that our customers and partners receive the highest levels of return on their Voltaire InfiniBand interconnect solutions investment.

Comprehensive, Flexible Programs

Voltaire offers a choice of comprehensive support packages allowing customers to select a program that best fits their needs. The Voltaire Standard Support package bundles the most requested support offerings designed to fit most customer environments and business needs and offers simplified management and billing for customers. A la carte services are also available for customers to select the appropriate programs to fit their individual needs. (See page 2.)

Hardware Support

If you are in search of a program that protects your Voltaire hardware investment as well as your support budget, then this program is for you. Voltaire hardware support is for system administrators who can handle the daily needs of installing, configuring and troubleshooting network issues without assistance, but in the event of a hardware malfunction, need the guarantee that a replacement will be supplied in time to meet business requirements.

Software Maintenance & Updates

Customers can download maintenance release updates and new feature release upgrades from Voltaire's SupportWeb site. Software updates enable customers to protect their investment in Voltaire solutions and optimize network performance. Software upgrades provide additional functionality that increases the value of Voltaire equipment.

Web Access

Voltaire's password-protected SupportWeb site is a valuable resource available 24x7. The site contains a suite of technical documentation that includes

release notes, installation guides, technical bulletins, and lab notes that enable you to quickly research issues and find answers to your frequently-asked questions.

Documentation Updates

Customers can access updated product manuals, installation and configuration guides and platform-specific guides via the Voltaire SupportWeb site.

eSupport

Voltaire's web-based eSupport allows customers to open support cases online via email or the Web. Voltaire's web-based eSupport is tied directly to our CRM system to ensure accurate and reliable communication between your IT staff and Voltaire Support Engineers.

Technical Phone Support via TAC

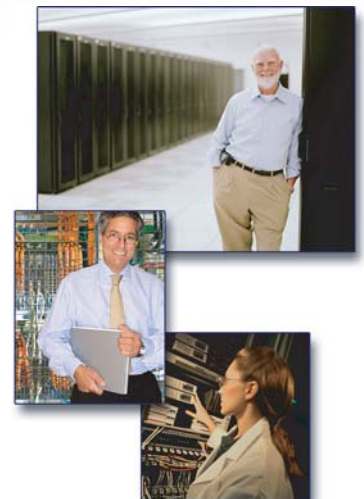
The Voltaire TAC (Technical Assistance Center) is staffed with seasoned professionals and technology experts, utilizing a streamlined process and an on-line CRM (Customer Relationship Management) system to ensure delivery of reliable best-in-class support. Customers can access the TAC via phone, web or email to quickly resolve any network-related questions or issues. In addition, all TAC engineers have direct access to Voltaire R&D engineers.

Voltaire InfiniBand Interconnect Solutions

Voltaire is the leader in interconnect solutions for high-performance grid computing. Voltaire's InfiniBand-based interconnect solutions provide the high bandwidth and low latency required by today's grid computing systems consisting of clustered applications and databases and shared network and storage resources. In addition, Voltaire's solutions enable a variety of storage solutions for scalable and simplified storage connectivity in both file I/O and block I/O environments. Voltaire Support and Professional Services complement Voltaire's complete family of interconnect solutions that offer enterprise data centers and HPC clusters the highest performance and a reduced total cost of ownership.

FEATURES:

- **US & EMEA/Asia Technical Assistance Centers (TAC)**
- **Next day parts dispatch of RMA**
- **Cluster environment support**
- **Full access to the latest software and documentation**
- **CRM-based escalation management**
- **Unlimited access to Voltaire SupportWeb, which includes expanded technical solutions tools**



Support & Professional Services Offerings

Voltaire Standard Support

Voltaire Standard Support is designed for customers who want extended hardware replacement with the investment protection of web-based updates and online/telephone support.

- Hardware support (next day advanced) (U.S. only)
- Software maintenance and updates
- Unlimited access to Voltaire SupportWeb, which includes expanded technical solutions tools
- Documentation updates
- eSupport via email and Web
- Telephone Support – U.S. & EMEA TAC centers
- Committed TAC response within 24 hours (U.S. only)

À La Carte Support & Services

Voltaire also offers à la carte services so customers can select the appropriate programs to fit their individual needs. (Available in the U.S.)

- One-time advanced hardware replacement
- Single out-of-warranty repair
- Per incidence support

Professional Services

Voltaire's Professional Services team helps customers with cluster design, installation, and optimization support, as well as on-going training programs to maximize system performance.

- Pre-implementation planning, design and analysis
- Onsite installation
- Cluster optimization and performance tuning
- Customized training programs



For More Information

To learn more about Voltaire Support & Professional Services programs or to purchase or renew annual support contracts, please send an email to sales@voltaire.com or contact your Voltaire sales representative.



Contact Voltaire to Learn More

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