ExaGrid® Standard Customer Support & Maintenance

ExaGrid's customer support and maintenance services are designed to ensure that your ExaGrid system stays up and running to meet your data protection needs.

Support and Maintenance

Annual Fee:	15% of the actual purchase price of the system
Coverage:	All hardware, software and support coverage listed below

Support Response

Requirement:	Current annual customer maintenance and support renewal
Hours of Operation:	9:00 a.m. to 6:00 p.m., Monday – Friday, local customer time (optional 7x24 support available)
Methods:	Phone or email support
Response Time:	80% of phone calls and emails will be responded to in less than an hour

Self Monitoring, Automatic Notification, and Remote Support

Requirement:	Current annual customer maintenance and support renewal
Requirement:	Valid remote access from ExaGrid to the ExaGrid system
Service:	Monitor any alerts including pre-defined thresholds
Remotely analyze and diagnose problems
Reconciliation:	Many problems are quickly resolved without customer intervention
ExaGrid does not commit to what percentage of problems it can resolve without customer intervention

Hardware Maintenance

Requirement:	Current annual customer maintenance and support renewal
Program:	All failed hardware components are shipped for next business day delivery and are replaced by the customer
100% of the hardware is covered
- disk drive, power supply, server, included network components

Software Maintenance

Requirement:	Current annual customer maintenance and support renewal
Program:	All versions (point and full) are included at no charge
There are no addtional charges

Contact Information

Support Email Address:	support@exagrid.com
Support Phone Number:	1.800.868.6985 or 1.508.898.2872 option 2

ExaGrid Systems, Inc.   **1.800.868.6985 or 1.508.898.2872**
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