



Audax Enterprise Storage Support Offering

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Audax Enterprise Storage for EVA, 3PAR and NetApp Support Offering

In today's advanced data centers, customers are looking for providers to prolong their existing IT infrastructure, while ensuring maximum availability and reliability. The Audax Enterprise Storage for EVA, 3PAR and NetApp support offering allows customers to extend the life of their storage equipment, minimizing the need to purchase new storage systems while keeping maintenance costs manageable.

Audax Solutions complete Enterprise Storage support offering includes 24/7/365 access to our industry experts for exceptional hardware and software support. The Phone Home feature comes standard with all of our solutions, alerting our engineers of potential hardware issues and automatically creating tickets. This allows our engineers to respond and immediately diagnose hardware issues before they impact the customer. Additionally, through our Professional Services offering, Audax offers customers the option of EVA, 3PAR and NetApp remote monitoring, integrating with data center monitoring tools and providing proactive reporting.

As a trusted resource in data center maintenance support services, Audax delivers Enterprise Storage solutions with the customer in mind, allowing them to allocate resources to other IT initiatives. Customers rely on their systems to keep their business running, with our service-focused mindset, they turn to Audax Solutions for creative support solutions, 24/7/365.

Features	Capabilities
Hardware remedial support	<ul style="list-style-type: none"> ◆ Immediate product expert engagement ◆ Remote diagnosis and problem determination ◆ Tested replacement parts ◆ Technical Action Plans developed and shared with customers and field engineers ◆ Regular health checks on covered units
Software usage and remedial support <ul style="list-style-type: none"> ● CommandView for EVA ● InForm for 3PAR ● OnCommand for NetApp 	<ul style="list-style-type: none"> ◆ Support of all versions of array management software ◆ Assistance with array management tasks (configuration, administration, etc.) ◆ Resolution assistance if issues occur with management software ◆ Upgrade assistance available (software must be obtained by customer)

Phone Home	<p>Complete 24/7/365 hardware status alerting, including:</p> <ul style="list-style-type: none"> ◆ Storage controllers (temperature, fan, host ports, PWR, MEM, etc.) ◆ Physical disks ◆ Power/fan subsystem (PWR/FAN, modules, etc.) ◆ Host and disk FC ports ◆ Fibre channel ◆ Storage groups (disks, leveling, space, occupancy, etc.) ◆ Data replication groups ◆ Virtual disks
Remote monitoring and proactive support options (additional)	<p>Proactive reporting covering:</p> <ul style="list-style-type: none"> ◆ System checks (storage space available/used, firmware revisions, etc.) ◆ Performance metrics (replication and array status) ◆ Virtual objects (virtual disks and virtual disk performance)
Enterprise Storage	Supported Models
HP EVA Models	<ul style="list-style-type: none"> ◆ EVA3000 and EVA5000 ◆ EVA4000, EVA6000 and EVA8000 ◆ EVA4100, EVA6100 and EVA8100 ◆ EVA4400, EVA6400 and EVA8400 ◆ P6300/P6350 and P6500/P6550
3PAR Models	<ul style="list-style-type: none"> ◆ 3PAR Inserv S400/S800 ◆ 3PAR Inserv E200 ◆ 3PAR Inserv F200/F400 ◆ 3PAR Inserv T400/T800
NetApp Models	<p>Filers:</p> <ul style="list-style-type: none"> ◆ F Series (Legacy) – F700 series and above ◆ R200 (NearStore) – All series editions ◆ FAS200 (Entry Level) – All series editions ◆ FAS900 (Mid-Range) – All series editions ◆ FAS2000 (Mid-Range) – All series editions ◆ FAS3000 (Enterprise) – All series editions ◆ FAS3100 (Enterprise) – All series editions ◆ FAS6000 (Enterprise) – All series editions ◆ S & VTL Series (Entry Level) – All series editions

<p>NetApp Models <i>continued</i></p>	<p>Shelves:</p> <ul style="list-style-type: none"> ◆ FC Class (Legacy) – FC9 and some DS12 (for F85) ◆ DS14 – All component types ◆ DS14mk2-FC – All component types ◆ DS14mk2-AT – All component types ◆ DS14mk4-FC – All component types ◆ DS12-ESAS– All component types ◆ DS20-ESAS – All component types
<p>IBM N Series Architecture</p>	<p>Filers:</p> <ul style="list-style-type: none"> ◆ N3000 – (all machine types) N3300/N3600 ◆ N3700 – (all machine types) ◆ N5000 – (all machine types)N5200/N5300/N5500/N5600 ◆ N6000 – (all machine types) N6060/N6070 ◆ N7000 – (all machine types) <p>Shelves:</p> <ul style="list-style-type: none"> ◆ EXN1000 – (2861)