Geographic Service Coverage From Hitachi Vantara

This document reflects Hitachi Vantara's geographic service coverage. Hitachi Vantara has service centers in each of the listed locations and can provide the published on-site service levels[1] within 50 miles or 80 kilometers of such service location. Service levels and committed response times outside of the noted locations and service zones are subject to service management approval. Accelerated service levels or response times, other than same-day service, even within the service zones, also require service management approval.

A service location is defined as a location where there are personnel trained by Hitachi Vantara to provide service on Hitachi products. The service locations are subject to change, additions and deletions, without notice. Hitachi Vantara reserves the right to use both its own personnel and subcontractors to provide on-site and remote services.

Europe/Middle East/Africa: Hitachi Vantara Support

Country/State	Hitachi Vantara's Service Locations
Austria	Vienna, Linz
Belgium and Luxembourg	Brussels
Denmark	Copenhagen, Aarhus
Finland	Helsinki
France	Bordeaux, Lyon, Montpellier, Nantes, Paris,
Germany	Berlin, Dusseldorf, Frankfurt, Hamburg, Hanover, Koeln, Mannheim, Munchen, Munster, Nuernberg, Stuttgart, Leipzig, Magdeburg
Ireland	Dublin
Israel	Tel Aviv
Italy	Milan, Rome
Netherlands	Amsterdam, Zaltbommel
Norway	Oslo
Spain	Barcelona, Madrid
Republic of South Africa	Cape Town, Johannesburg
Sweden	Stockholm
Switzerland	Bern, Geneva, Zurich
Turkey	Istanbul, Ankara
United Kingdom	Bracknell, Slough, Edinburgh, London, Manchester

[1] See https://www.hitachivantara.com/en-us/pdf/specifications/hitachi-support-service-descriptions-and-deliverables.pdf

Asia Pacific: Hitachi Vantara Support

Country/State	Hitachi Vantara's Service Locations
Australia	Adelaide, Brisbane, Canberra, Melbourne, Perth, Sydney
China	North Region Beijing, Changchun, Jinan, Xi'an, Urumuqi, Shenyang, Yinchuan East Region Shanghai, Nanjing, Suzhou, Hangzhou, Wuhan, Nanchang, Hefei South Region Guangzhou, Fuzhou, Nanning, Shenzhen, Changsha West Region Chengdu, Chongqian, Kunming
Hong Kong	Hong Kong
India	Mumbai, Bangalore, New Delhi, Pune, Hyderabad, Chennai, Ahmedabad, Gujrat
Macau	Macau
Malaysia	Kuala Lumpur
New Zealand	Auckland, Wellington
Singapore	Singapore

Latin America: Hitachi Vantara Support

Country/State	Hitachi Vantara's Service Locations
Argentina	Buenos Aires
Brazil	Sao Paulo, Brasilia, Rio De Janeiro, Belo Horizonte
Chile	Santiago
Colombia	Bogota, Medelin
Mexico	Mexico City, Monterey, Queretaro

North America: Hitachi Vantara Support

Country/State	Hitachi Vantara's Service Locations
Alabama	Birmingham
Arizona	Phoenix
Arkansas	Bentonville
California	Sacramento, San Francisco, San Jose, Los Angeles, San Diego.
Colorado	Denver
Connecticut	Greenwich, Hartford
Delaware	Wilmington
Florida	Miami, Orlando, Tampa
Georgia	Atlanta, Columbus
Illinois	Chicago
Indiana	Indianapolis
Iowa	Des Moines
Maryland	Baltimore
Massachusetts	Boston
Michigan	Detroit
Minnesota	Minneapolis
Missouri	Kansas City, St. Louis
Nebraska	Omaha
Nevada	Las Vegas, Reno
New Jersey	Somerset
New York	Albany, New York City, Buffalo
North Carolina	Charlotte, Raleigh, Winston Salem
Ohio	Cincinnati, Cleveland, Columbus
Oklahoma	Oklahoma City, Tulsa
Oregon	Portland
Pennsylvania	Philadelphia, Pittsburgh
South Carolina	Columbia
Tennessee	Memphis, Nashville
Texas	Austin, Dallas, Houston, San Antonio
Utah	Salt Lake City
Virginia	Richmond
Washington	Seattle, Spokane
Washington D.C.	District of Columbia
Wisconsin	Milwaukee, Madison
Alberta	Calgary
British Columbia	Vancouver, Victoria
Manitoba	Winnipeg
Ontario	Ottawa, Toronto
Quebec	Montreal, Quebec City

Americas: Hitachi Vantara Support and ASP Support availability

Country/State	Hitachi Vantara Support	ASP Support
Argentina	Y	Y
Brazil	Y	
Canada	Y	
Chile	Y	
Colombia	Y	
Costa Rica		Y
Dominican Republic		Y
Ecuador		Y
El Salvador		Y
Guatemala		Y
Honduras		Y
Mexico	Y	
Nicaragua		Y
Panama		Y
Paraguay		Y
Peru		Y
United States	Y	
Uruguay		Y
Venezuela		Y

APAC: Hitachi Vantara Support and ASP Support availability

Country/State	Hitachi Vantara Support	ASP Support
Australia	Y	
Bangladesh		Y
Cambodia		Y
China	Y	Y
Hong Kong	Y	
India	Y	Y
Indonesia		Y
Macau	Y	
Malaysia	Y	Y
Myanmar		Y
New Zealand	Y	
Philippines		Y
Singapore	Y	
South Korea		Y
Sri Lanka		Y
Taiwan		Y
Thailand		Y
Vietnam		Y

EMEA: Hitachi Vantara Support and ASP Support availability

Country/State	Hitachi Vantara Support	ASP Support
Algeria		Y
Angola		Y
Armenia		Y
Austria	Y	
Azerbaijan		Y
Belgium	Y	
Bosnia		Y
Botswana	Y*	
Bulgaria		Y
Cameroon		Y
Croatia		Y
Cyprus		Y
Czech Republic		Y
Denmark	Y	
Egypt		Y
Estonia		Y
Finland	Y	
France	Y	
Georgia		Y
Germany	Y	
Ghana		Y
Greece		Y
Hungary		Y
Iceland	Y*	
Ireland	Y	
Israel	Y	
Italy	Y	
Ivory Coast		Y
Kazakhstan		Y
Kenya		Y
Kingdom of Saudi Arabia		Y
Kyrgyzstan		Y
Latvia		Y
Liechtenstein	Y*	
Lithuania		Y
Luxemburg	Y	
Macedonia		Y
Malawi	Y*	
Mali		Y
Malta		Y
Mauritania		Y
Mauritius		Y

EMEA: Hitachi Vantara Support and ASP Support (Continued)

Country/State	Hitachi Vantara Support	ASP Support
Moldovia		Y
Monaco	Y*	
Montenegro		Y
Morocco		Y
Mozambique	Y*	
Namibia	Y*	
Netherlands	Y	
Nigeria		Y
Norway	Y	
Pakistan		Y
Poland		Y
Portugal		Y
Romania		Y
Saudi Arabia		Y
Senegal		Y
Serbia		Y
Slovakia		Y
Slovenia		Y
South Africa	Y	
Spain	Y	
Sweden	Y	
Switzerland	Y	
Tajikistan		Y
Tanzania		Y
Tunisia		Y
Turkey	Y	
Turkmenistan		Y
Uganda		Y
Ukraine		Y
United Arab Emirates		Y
United Kingdom	Y	
Uzbekistan		Y
Vatican City	Y*	
Yemen		Y
Zambia		Y

* No in-country service location; reduced service level options only.