Hitachi Vantara's Support Services

Service Descriptions and Deliverables

The tables below contain support services details of the coverage provided under Hitachi Vantara's Warranty, Maintenance and Support Terms. These tables and all other terms outlined in this document are subject to change at any time and are subject to Hitachi Vantara's Legal Terms and Conditions, which are available here: https://www.hitachivantara.com/content/dam/hvac/pdfs/legal/warranty-maintenance-support-online-terms.pdf

Contents

Hardware Support Services Terms

Deliverable	Premium	Standard	Basic
Global Technical Support Target Response	Severity 1: 24/7 < 30 mins Severity 2: 24/7 < 2 hrs. Severity 3, 4, 5: 24/7 < 4 hrs. - 24/7 Global Live Channel Support -Portal or Telephone Case Creation	Severity 1: 24/7< 2 hrs. Severity 2: 24/7< 6 hrs. Severity 3, 4, 5: Next Business Day. -24/7 Case creation via support portal only.	Severity 1: Within 8hrs Severity 2: Same Day[1] Severity 3,4,5: Local Business Hours -24/7 Case creation via Support Portal only.
On-site Target Response	Severity 1 24/7, Within 2 Hours Severity 2 24/7, Within 8 Hours Severity 3 & 4 Next Business Day -On-site presence requirement is determined by Hitachi Vantara: Distance and coverage restrictions may apply.	Severity 1 24/7, Within 12 Hours Severity 2 Same Day, During Local Business Hours[2] Severity 3 & 4 Next Business Day - On-site presence requirement is determined by Hitachi Vantara: Distance and coverage restrictions may apply.	- Next Business Day - On-site presence is determined by Hitachi Vantara: Distance and coverage restrictions may apply.
Replacement Parts Delivery Target[3]	Severity 1 24/7, Within 4 hours Severity 2 24/7, Within 12 hours Severity 3 & 4 Next Business Day - Targeted deliverable response can vary by location or geography.	Severity 1 24/7, Within 12 hours[4] Severity 2 Same Day, Local Business Hours[5] Severity 3 & 4 Next Business Day -Targeted deliverable response can vary by location or geography. - Parts replacement requirement is determined by Hitachi Vantara.	-Next Business Day -Targeted deliverable response can vary by location or geography. - Onsite parts replacement requirement is determined by Hitachi Vantara.
Corrective Maintenance	Priority Scheduling 24/7	Local Business Hours	Local Business Hours
Online Support Tools	Access 24/7	Access 24/7	Access 24/7
Preventative Maintenance[6]	Priority Scheduling 24/7	Local Business Hours	Local Business Hours
Hitachi Remote Ops	Included - In order to meet or exceed the applicable services level objectives, Hitachi Remote Ops (HRO) must be enabled.	Included - In order to meet or exceed the applicable services level objectives, Hitachi Remote Ops (HRO) must be enabled.	Included - In order to meet or exceed the applicable services level objectives, Hitachi Remote Ops (HRO) must be enabled.
AIOps	ClearSight Hitachi Remote Ops (HRO) must be enabled.	ClearSight Hitachi Remote Ops (HRO) must be enabled.	ClearSight Hitachi Remote Ops (HRO) must be enabled.
Priority Support[7]	24/7 - (24/7) Preferential treatment and priority handling within Global Support. - Sev-1 & 2 Engagement Manager Assigned, "Crit-Sit" Process Engagement (If Resolution Exceeds 24 Hrs.)	-	-

[1] *For Same Day response, a request must be placed during Local Business Hours.*
[2] *Performance period is subject to Local Business Hours, Monday – Friday.*
[3] *Deliver target time objective starts once Hitachi Vantara has identified the problem and concluded that a replacement part is necessary.*
[4] *Replacement Parts Delivery Target for the following solutions sold with Standard Maintenance is Next Business Day (NBD): HCSF Appliances, Commvault Hyperscale N24 Appliances & Hitachi IQ HGX Servers.*
[5] *Subject to local parts logistics cutoff times (variable based on local situation).*
[6] *Preventative Maintenance will be scheduled and does not carry a target on-site response for parts or engineer.*
[7] *Preferential treatment and priority handling within Global Support.*

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Deliverable	Premium	Standard	Basic
Microcode/Firmware Updates	On-site or Remote (24/7)	Remote Only (Generally Available Microcode, Firmware & Security Vulnerability Patches) (Local Business Hours Scheduling Only)	Remote Only (Generally Available Microcode, Firmware & Security Vulnerability Patches) (Local Business Hours Scheduling Only)
Disk or Media Replacement	Next Business Day	Next Business Day	Next Business Day
Disk Retention Option (DRO)	Optional Add-On	Optional Add-On	Optional Add-On

Next Business Day ("NBD") is defined as follows: A Business Day is any one of the official working days of the week. Typically, these are the days between and including Monday through Friday (variable based on local laws). This does not include public holidays and weekends. Operating Hours are typically from 9 am to 5 pm during the Business Day (variable based on local laws). When on-site response is NBD, any request for response must be placed before the close of the current Business Day Operating Hours (for example, before Tuesday at 5 pm). The NBD response target is before the close of Operating Hours of the NBD (for example, before Wednesday at 5 pm). A request placed after the close of the Business Day Operating Hours will result in a response of NBD +1 day (for example, a request made on Tuesday at 7 pm, results in a response target of Thursday at 5 pm).

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Hitachi Hardware Product Warranties

Product Name/Family	Warranty	Support Options
Hitachi Content Platform (HCP)*	36 Months | 3 Years Return to Factory	Basic, Standard, Premium
Hitachi Content Platform Anywhere (HCP Anywhere)*	36 Months | 3 Years Return to Factory	Standard, Premium
Hitachi Content Platform S Series	36 Months | 3 Years Return to Factory	Standard, Premium
Hitachi NAS Platform (HNAS)	36 Months | 3 Years Return to Factory	Basic, Standard, Premium
Hitachi Advanced Server DS120 | DS220 | DS225 | DS240 | DS7000 series	36 Months | 3 Years Return to Factory	Standard, Premium
Hitachi Advanced Server* HA800 series**	36 Months | 3 Years Return to Factory	Standard, Premium
Hitachi Content Software for File*	36 Months | 3 Years Return to Factory	Standard, Premium
Hitachi Visualization Platform (HVP)	36 Months | 3 Years Return to Factory	Basic, Standard, Premium
HVP cameras/pods **	12 Months | 1 Year Return to Factory	Standard
HVP gateways **	36 Months | 3 Years Return to Factory	Standard
Hitachi Virtual Storage Platform (VSP) Fx00 models VSP F400 | VSP F600 | VSP F800	36 Months | 3 Years Return to Factory	Standard, Premium
VSP Fxx0 models VSP F350 | VSP F370 | VSP F700 | VSP F900	36 Months | 3 Years Return to Factory	Basic, Standard, Premium
VSP E series models VSP E590 | VSP E790 | VSP E990 VSP E1090	36 Months | 3 Years Return to Factory	Basic, Standard, Premium
VSP F1500	36 Months | 3 Years Return to Factory	Standard, Premium
VSP Gx00 (models G200, G400, G600, G800)	36 Months | 3 Years Return to Factory	Basic, Standard, Premium
VSP Gxx0 (models G350, G370, G700, G900)	36 Months | 3 Years Return to Factory	Basic, Standard, Premium
VSP Nx00 (models N400, N600, N800)	36 Months | 3 Years Return to Factory	Basic, Standard, Premium
VSP 5x00 (models 5100, 5100H, 5200, 5200H, 5500, 5500H, 5600, 5600H)	36 Months | 3 Years Return to Factory	Standard, Premium

Product Name/Family	Warranty	Support Options
VSP G1000, VSP G1500	36 Months | 3 Years Return to Factory	Standard, Premium
VSP One Block	36 Months | 3 Years Return to Factory	Basic, Standard, Premium
VSP One File	36 Months | 3 Years Return to Factory	Basic, Standard, Premium
VSP One SDS Block*	36 Months | 3 Years Return to Factory	Standard, Premium
CONVERGED SOLUTIONS Various: Hitachi Unified Compute Platform, and object Storage Platforms	• Warranty Maintenance and Support provided via solution-embedded components.[1]	

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Support services are provided when a maintenance agreement has been purchased from Hitachi Vantara.

*For solutions with Software only, refer to the Software Support Service Terms section below.

Return-To-Factory: During the warranty period, Hitachi Vantara will provide "Return-To-Factory" (RTF) parts service: The warranty provides for repair or replacement of components when those components are returned to Hitachi Vantara. All warranty work and Return Materials Authorizations (RMA) are coordinated by Hitachi Vantara. On-site support is provided only when a maintenance agreement has been purchased from Hitachi Vantara.

**For Hitachi Visualization Platform gateway and pods: Severity 3 and 4, 3 business days:

- *Customer-specific remote pod components (cameras, switches, radios, etc.)*
- *May substitute at Hitachi Vantara discretion parts with similar form, fit and function*
- *May replace with repaired/refurbished components*
- *Terms apply to standard stocked components. Terms for special order parts including radios will be agreed to on a case by case by SOW.*
- *PODs may require a certified electrical subcontractor for installation or replacement. Electrical subcontractors are not included in published maintenance fees. Subcontractor services require a separate quote and SOW*
- *HVP gateways and pods containing internal storage include DRO (see below), under which media will be turned over to the customer during the field repair process.*
- *Replacement Parts Delivery Target: Subject to availability of hardware and corresponding lead time.*

***For HA810 and HA820 systems, Hitachi Vantara offers Standard and Premium service only.

[1]Firmware and software upgrades for Hitachi Unified Compute Platform (UCP) offerings comprised of multiple hardware components are customer self-service. Alternatively, Hitachi Vantara offers a range of optional services to assist customers with upgrading firmware and software on devices constituting a UCP solution. If interested in these services, please contact your local Hitachi Vantara or partner representative.

Hitachi Modern Storage Assurance Service Terms

The Hitachi Modern Storage Assurance Program (the "Program") entitles you to an non-disruptive introduction of successor controllers in the future as part of your new Equipment ("New Platform") purchase subject to these terms and the Warranty, Maintenance and Support terms.

Import Fees	• Customer is responsible for all customs, duties, import fees or other related charges that may be assessed at the time You import the Upgrade.
Non-Disruptive Data Access	• Nondisruptive data access is continued access to data on the drives during the upgrade process to the New Platform.
Self-Install	• This is not a self-installation Upgrade; an authorized service representative will need to perform the Upgrade.
Service Processor	• The Program does not cover any necessary changes to the Service Processor (SVP).
Software License	• Your current software Entitlement continues on the New Platform. Any new features and/or feature enhancements made to the New Platform may need to be purchased separately with the New Platform's introduction.
Support Agreement Termination	• Early termination of support will not trigger credit or refund of the Program.
Support Term	• The Support Period of the New Platform covered by the Program will be co-terminus with the initial Support Period of the original Equipment.
Additional Charges	• There will be charges associated with the Program at the time of a new purchase and for subsequent expansion of Equipment.
Upgrade	• "Upgrade" herein refers to the execution of the Modern Storage Assurance Program with the introduction of successor controllers. The scope of the upgrade will vary dependent on the platform.
Upgrade Controller Not Available	• In the event that Hitachi Vantara does not make an upgrade path offering available within the initial Service Period, Hitachi may, at its option, extend the Program period accordingly as long as the Equipment is covered under a valid support contract or provide a credit (of the Program price) for new purchases from Hitachi.
Upgrade Eligibility	• The Program is only available to You if You are purchasing net new Equipment listed below with a minimum Service Period of three (3) years for the following Equipment: Hitachi Virtual Storage Platform (VSP)5200, VSP 5200H, VSP 5600, VSP 5600H, VSP E1090, VSP E1090H, VSP E590, VSP E590H, VSP E790, and VSP E790H.
Upgrade Installation	• The Program service covers installation during standard Local Business Hours.
Upgrade Period	• Upon enrollment, You are eligible for the New Platform installation between twelve (12) months* from the installation of the new Equipment to the end of Your initial Support Period for the Equipment. The Upgrade cannot be transferred to subsequent Support renewals.
	• If You choose not to exercise the Program during the initial Support Period, there will be no credit back for the full amount of the Program paid by You.
	*Upgrades after twelve (12) months from a new equipment install date can only be performed upon general availability (GA) of the successor controller upgrade to the New Platform.
Upgrade Requirements	• The Upgrade covers all components and installation services required to upgrade to the New Platform.
	• Prior to performing an Upgrade, the customer must provide the necessary minimum environmental requirements for the equipment. Requirements will be identified in a formal document at the time of an Upgrade.
	• Hitachi Vantara is not responsible for any additional hardware that is required to meet the minimum environmental requirements (rack cabinet space, power drops, interface connections/cables, cooling, etc.).
	• The distance covered under this Upgrade for controller node relocation is up to five (5) meters.
Upgrade Time	• The time to Upgrade will vary based on equipment configuration.
Product Life-Cycle	• The respective lifecycle of the platforms will be independent and defined by their respective lifecycle dates identified on the Product Life-Cycle Matrix. Product Life-Cycle Matrix - Guest (rightanswers.com)

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Software Support Service Terms

Hitachi Software products except the Software Applications listed below, are covered by a 90 day warranty to materially conform with Documentation. Software support services consist of:

- Global Technical Support [1] (remote assistance with fault isolation, use and operation of the software and related issues)
- Access downloads to minor Software Updates and Patches for Software (corrections, enhancements, improvements, and updates)
- 24/7 Access to online technical information, documentation, and downloads as applicable

[1] *Targeted support response times vary by business impact classification. Severity levels include:*
*Severity 1 Critical: **Premium**: 24/7 <30 minutes, **Standard**: 24/7 <2 hours, **Basic**: Local Business Hours*
*Severity 2 High: **Premium**: 24/7<2 hours, **Standard**: 24/7 <6 hours, **Basic**: Local Business Hours*
*Severity 3, 4, 5 Medium: **Premium**: Business Hours <4 hours, **Standard**: Next Business Day, **Basic**: Local Business Hours*

Software Applications- Pentaho (Data Integration and Analytics[7], Data Catalog, Digital Advisor, Master Data Management and Data Storage Optimizer) and Hitachi Visualization Suite and Hitachi Visualization Analytics[5] Support Features

Deliverable		Standard	Premium	Enterprise
Named Maintenance and Support Services Contacts (Primary/Backup)		1/1	2/1	2/1[1]
Coverage		8x5	24x7[2]	24x7[2]
Support Cases		Unlimited	Unlimited	Unlimited
Knowledge Base Users		5	20	20
Target Initial Response Time	Severity 1	4 Business Hours	1 Hour	1 Hour
	Severity 2	1 Business Day	2 Business Hours	2 Business Hours
	Severity 3 or 4	2 Business Days	4 Business Hours	4 Business Hours
Pentaho Instructor Led Training-available for purchase [4]				
Pentaho Free Self-Paced Training		All Users (Unlimited)	All Users (Unlimited)	All Users (Unlimited)
Access to Pentaho Customer Success Resources		No	No	Yes[3]
One-on-one guidance, mentoring and best practice discussions		No	No	Yes
Management of feature requests and support cases		No	No	Yes
Internal VM replicated customer environment for faster resolution		No	No	Yes[6]

[1] *The number of Named Support Contacts for Enterprise Support may increase depending on the total number of Cores and/or Nodes you are licensed to use the Big Data Products (Data Integration, Data Catalog and Data Optimizer for Hadoop) software on.*

[2] *24/7 support coverage is only available for Severity Level 1 issues or errors. Initial response for Severity 1 issues: Critical < 1 hour.*

[3] *Enterprise Support includes access to Customer Success resources including Solution Architects, Customer Success Managers (CSM) or Support Account Managers (SAM) for up to 4 hours per week to (a) conduct sessions to demonstrate implementation best practices with your Named Support Contacts; (b) discuss topics such an integration techniques, solution design and architecture, implementation strategies, upgrade techniques, best practices and performance tuning of the software; (c) coordinate and conduct sessions as needed with Hitachi's subject matter experts; and (d) troubleshoot issues to your systems or the creation of replicas of your solution, if this is technically possible. The accrual or rollover of the weekly allocated time is not permitted but the time assigned can be increased by a separate written agreement between the parties.*

[4] *Training credits are available for purchase to be used for instructor-led training (online or in-person) available from* https://learning.lumada.hitachivantara.com *(or any successor website address) and private training.*

[5] *Standard Support Only*

[6] *This feature will only apply for the Data Integration (Pentaho) software.*

[7] *See Chart below for limited support for two and four cores.*

Pentaho Data Integration Limited Support for Two and Four Cores-Only

Deliverable		
Named Maintenance and Support Services Contacts (Primary/Backup)		1/1
Coverage		8x5
Support Cases		3 with 1 escalation
Knowledge Base Users		5
Target Initial Response Time	Severity 1	1 Business Day
	Severity 2	2 Business Day
	Severity 3 or 4	3 Business Days
Pentaho Instructor Led Training-available for purchase -Not Available		

Software-as-a-Service (SaaS) Support Service Terms

Hitachi Software products except the Software Applications listed below, are covered by a 90 day warranty to materially conform with Documentation. Software support services consist of:

- 24/7 Access to online support tools (technical information, documentation, and downloads)
- 24/7 Access to associated software downloads as applicable.
- 24/7 Global Technical Support (remote assistance with fault isolation, configuration, use and operation of the software and related issues)
- Access to SaaS Updates (as described below).

Software-as-a-Service Updates

SaaS Updates shall be made available at Hitachi Vantara discretion and may address security fixes, problem fixes, general maintenance, new or deprecated functionality and documentation. Hitachi Vantara is under no obligation to develop any future functionality or enhancements. If an Update for a SaaS product is made available to you, it shall automatically replace the previous version of the applicable SaaS product. Updates may require scheduled downtime, which Hitachi Vantara will announce in advance via Support Portal Alerts.

Supported Browsers

Hitachi Vantara reserves the right to require a SaaS problem be demonstrated on a supported browser, which may vary by product. Supported browsers are documented in product updates for each SaaS.

Hitachi Vantara's Support Website

Hitachi Vantara strongly encourages customers to register with our Support website. By doing so, customers can subscribe to receive Technical Bulletins to stay informed of critical product and security alerts. The customer acknowledges that failure to register with Hitachi Vantara's Support website and subscribe to Technical Bulletins may result in customer not receiving Technical Bulletins for which Hitachi Vantara will not be held liable. Please visit Hitachi Vantara's Support Site to register and subscribe.

Hitachi Remote Ops

Hitachi Remote Ops provides the following:

- Continuous remote monitoring service 24/7 via Remote Ops monitor agent.

- Proactive, predictive fault isolation.

- Reports system incidents and potential problems.

- Enables real-time, rapid-action expert troubleshooting.

- Provides trend analysis and analytics.

- Advanced systems diagnostics (engineering-design embedded).

- Secure controlled access (layered encryption and authentication).

- Integrated and linked to Hitachi Vantara's Support Services management systems.

- Customer requisite: access, required equipment, telecommunication and so forth.

- Remote Code Upgrade facility: enables secure scheduling and execution of microcode upgrades on selected products.

In order to meet or exceed the services level objectives for applicable Hitachi Vantara offerings, Hitachi Remote Ops must be enabled.

Footnotes

Hitachi Vantara's Support Services are subject to the following conditions:

- On-site presence is determined by Hitachi Vantara's Global Support Center. Distance and coverage restrictions may apply.
- On-site availability: 50 miles/80 kilometers from a Hitachi Vantara Service Center. Subject to Hitachi Vantara's discretion to extend coverage on a case-by-case basis.
- Target deliverable responses may vary by location or geography.
- Spares target delivery dates are estimates that Hitachi Vantara uses to achieve commercially reasonable endeavors; however, actual delivery times depend upon external factors such as spares availability and logistics resourcing. Hitachi Vantara is not liable to the customer if actual delivery is delayed by these factors or any other factors that are outside of our control.
- Local business hours may vary by location or geography.
- Same day service level objective refers to seven (7) days a week.
- Preventative maintenance is completed during the activity window (break/fix).
- Global technical support response times vary by client impact classification (severity levels).
- Requests for on-site microcode updates outside of normal local business hours are billable services.
- Ongoing media replacement policy: Hitachi Vantara will replace failed media, free of charge, provided that the customer has a valid and current maintenance agreement that covers the base system and customer is in compliance with the terms of such agreement.

Hitachi Vantara requires that all equipment and software that is installed as part of the same product offering to be subject to Hitachi Vantara support and service contract for that product offering, except in the case of third-party products supplied by Hitachi Vantara, but not maintained by Hitachi Vantara, for which you are required to obtain maintenance and support directly from the vendor of the third-party product.

Hitachi Vantara may periodically make changes to support service options to provide service efficiencies. We will make reasonable efforts to discuss those with you in advance, and such changes will only apply to new services after the change is announced.

Hitachi Vantara's Warranty Maintenance and Support Terms within your current Hitachi Vantara service plan, as well as other service contracts that you have with Hitachi Vantara, will include these terms. If there is an inconsistency between your existing terms and those outlined here, these terms will prevail. Please contact your Hitachi Vantara account representative or authorized partner if you wish to discuss. Review Hitachi Vantara's complete terms and conditions at hitachivantara.com.

Severity Levels Descriptions

- **Severity 1: System Down**
  Continued use of one or more functions is impossible (or severely restricted) on a Critical System and prevents Customer from continued production or severely risks critical business operations. Problem may cause loss of data and/or restrict data availability and/or cause significant financial impact to the Customer.

- **Severity 2: Severe Restriction**
  Problem severely affects or restricts major functionality. The Problem is of a time-sensitive nature and important to long-term productivity but is not causing an immediate work stoppage. No workaround is available, and operation can continue in a restricted fashion.

- **Severity 3: Minor Restriction**
  Problem does not have a major effect on the Customer's business. Examples include failure of a noncritical or redundant module/component, problems affecting only one or few users, problems during Software or Equipment installation or upgrade on a nonproduction or test system.

- **Severity 4: Circumvented**
  Problem is similar to Minor Restriction. However. It has been circumvented using an alternative solution or workaround, although a permanent fix is required.

- **Severity 5: Information Only**
  Problem is an issue concerned with the usage or documentation of the Software. Examples include "how to" questions, clarification of documentation or error codes, enhancement requests, having no material effect on the Customer's operations.

Disk Retention Option (DRO)

- Forgives defective media return and any billable subsystem customer non-returned media.
- All removable media, all products [hard disk drives (HDD), solid-state disk (SSD), flash module (FMD), and so forth], all platforms and all products.

Comprehensive Disk Retention Option (CDRO)
For HA800/HA805 series platforms only

- Forgives defective media return and any billable subsystem customer non-returned media.
- All data retentive components, all products [hard disk drives (HDD), solid-state disk (SSD), DIMM, CPU, IO cards, system boards, and so forth].

Microcode/Firmware Updates

Hitachi Vantara's standard policy is to deliver microcode/firmware updates remotely. Authorized Hitachi Vantara engineers use sophisticated remote technology to securely deliver microcode remotely to Hitachi Vantara devices. This process enables fast and efficient microcode delivery that doesn't require an engineer to be on-site. Some models of Hitachi Virtual Storage Platforms (VSPs) are equipped with a management console/service processor or "SVP" that has its own operating system (OS). For the VSP models below 1000, it is the customer's responsibility to install SVP OS updates and security patches.

Installation Services

Our Services specialists perform the following tasks as a single installation event:

- Physically inspect for shipment damage.
- Install equipment per the manufacturer's specification on customer site per customer's input.
- Enable Hitachi Remote Ops system.
- Confirm maintenance provisions and call-handling procedures.
- Provide basic operation training and knowledge transfer on equipment handling and configuration [not to exceed one (1) hour].

Storage Systems

- Verify (or install) the latest Hitachi Storage Virtual Operating System (SVOS) on Hitachi equipment.
- Physically connect cable interfaces to the storage system.
- Install license keys for storage-system-based software.
- Create all parity Groups, provide instruction on how to create pools/volumes, and create up to five (5) volumes.

Solution Systems

- Installation and Configuration Planning
- Product Installation and Basic Configuration
- Monitoring Tool Install, Configuration
- Completion of Installation Checklists and Service Acceptance Forms
- Customer Handover and Product Basic Operations Familiarization

Server Systems

- Unpacking, visually inspecting for damage
- Installing the product according to the manufacturer's product documentation
- Installing hardware options (extra memory, drives, ect.) purchased on the same order and intended to go into the system box or installing add-on option(s) for an existing system.

Installation Services do not include:

- Physical siting of the equipment;
- All electrical work, including connection of the equipment power supply to your power supplies;
- Any operating system development and testing;
- Computer room planning services;
- Performance tuning;
- Advanced operator training;
- Moves of any non-Hitachi equipment;
- Onsite standby beyond the storage system test phase;
- De-installation of displaced equipment;
- Installation of equipment outside of the hours of coverage under the applicable plan;
- Attendance at your meetings;
- SAN design, integration and implementation; or
- Software production-ready implementation.
- Upgrade install of simple components SFP's, HBA
- Installation of additional cables outside the product's solution specifications, such as fiber and ethernet cables, etc.

Note: After completion of the above tasks, customers are requested to inform the installer that they can access a volume on the storage from an external host for the first time. This is not part of the installation service but is highly recommended to verify the storage is fully functional. This step is done by the customer and does not have to be performed while the installer is on-site. There are three installation options: 1) business hours (Monday through Friday 9 am to 5 pm, local standard time), 2) 24/7 installation, and 3) self-installation*. Prices vary for each option, so customers should ensure that the preferred option is selected at the time of order. **Notice period for installations:** Hitachi Vantara requires five (5) working days' notice prior to scheduling an installation to ensure full planning and all prerequisite checks can be completed in advance. *Only available for selected models