



Qumulo Hardware Assurance

Description

To deliver the best experience possible on your hardware, Qumulo Hardware Assurance provides customers:

- Qumulo as your first point of contact for all storage support issues
- Qumulo cloud monitoring to proactively discover hardware issues with rapid response from the Customer Success Team
- Qumulo facilitates the resolution of hardware issues by bringing the hardware partner and customer together

Types of offerings

There are two different Qumulo Hardware Assurance service offerings available depending upon the SLA of your hardware support contract with the hardware vendor:

- Qumulo Hardware Assurance Next Business Day is associated with vendor hardware support contracts with a Next Business Day SLA.
- Qumulo Hardware Assurance 4-Hour is associated with vendor hardware support contracts with a 4-Hour SLA.

Note:

The SLAs for the Qumulo Hardware Assurance service are shown below and vary according to Severity Level assigned to each incident by Qumulo. This is separate from the SLAs that the hardware vendor provides to you under the hardware support contract that you have with them.

Once Qumulo has discovered a hardware or firmware issue, it will open a ticket on your behalf with the hardware vendor and at that point, the hardware vendor is responsible to you for the delivery of its hardware support service within the SLAs you have contracted with them for.

Service provided

This service includes cloud monitoring of your storage with proactive detection of hardware issues. Troubleshooting technical issues to a component level or firmware level. For any hardware or firmware issues discovered, Qumulo will facilitate resolution by opening tickets with the hardware vendor. For more complex issues, Qumulo will provide program management services to resolve the issue by coordinating with both the hardware vendor and the customer.

The initial response time is based on the severity level and is calculated from when the Qumulo Customers Success team first learns about the problem.

SEVERITY LEVELS definitions, response times & hours of availability

- **Severity 0**
 - **Description:** Outage, data loss or corruption. Example: Cluster is unavailable, down or there are not enough nodes up to form a quorum.
 - **Response time:** 2 hours
 - **Availability:** 24x7
- **Severity 1**
 - **Description:** High business impact, but the cluster is still available and functional. Example: A node is down but the cluster is still in quorum.
 - **Response time:** 2 hours
 - **Availability:** 24x5
- **Severity 2**
 - **Description:** Bad bug, but a workaround is available. Example: Poor performance if you ls and dd from the same client. The workaround could be to mount two different nodes and run ls against node 1 and dd against node 2.
 - **Response time:** 2 hours
 - **Availability:** 24x5
- **Severity 3**
 - **Description:** Poor user experience or annoyance. Example: A hover dialog lingers for ~5s after changing.
 - **Response time:** 6 hours
 - **Availability:** 24x5
- **Severity 4**
 - **Description:** Cosmetic, other. Example: Change in the background color of a dialog box.
 - **Response time:** 6 hours
 - **Availability:** 24x5