



Datasheet

New NetApp SupportEdge Support Portfolio

Upgrade your support experience with high-value, simplified, predictive, and personalized services

Key Benefits

Simplified Support Offerings

- Select the right support level for your needs.
- Get hardware and software support in a single package.
- Manage costs with flat and predictable renewal pricing¹.

Get More Value from Your NetApp Solutions

- Boost the security, performance, availability, and efficiency of your infrastructure with new NetApp® Active IQ® capabilities.

Get an Outstanding NetApp Experience

- Enjoy personalized support services such as managed upgrades and periodic system health reviews (SupportEdge Expert).
- Accelerate issue resolution with priority queueing and direct routing to level 2 support for software issues (SupportEdge Expert).

Robust, Simplified Support Options for Every Need

Take your support experience to the next level with the NetApp SupportEdge support services. Simplified, intuitive packaging of hardware and software support makes it easier to choose the right support for your business. To help you plan your budget, all of the new SupportEdge offerings come with flat and predictable pricing¹ across the lifecycle of your NetApp solution.

You can get more value from your NetApp investments by leveraging the new predictive capabilities in Active IQ digital advisor to help boost the security, performance, availability, and efficiency of your NetApp infrastructure. Further enhance your NetApp experience with personalized support services and expedited access to global support experts.

Our service options are designed to meet your exact needs—from basic hardware and software support to comprehensive, proactive, personalized support from NetApp technical experts and our digital support tools.

- **SupportEdge Basic.** Delivers the comprehensive support you need to keep your systems secure and running. Includes access to all classic Active IQ capabilities. You also have access to rapid parts delivery and the option to upgrade to onsite parts replacement.
- **SupportEdge Advisor.** In addition to all the features of SupportEdge Basic with faster target response times, SupportEdge Advisor includes digital advisor capabilities delivered through new Active IQ AI for IT operations (AIOps) features such as automated risk remediation, Active IQ digital digest, nondisruptive firmware upgrades, and digitized health checks. You also have access to rapid parts delivery and replacement to keep your environment up and running.
- **SupportEdge Expert.** In addition to all the features of SupportEdge Advisor with faster delivery and onsite installation of replacement parts, SupportEdge Expert offers advanced proactive, personalized support delivered by NetApp experts to help you derive more value from your solutions. Includes direct routing to level 2 support for software issues as well as managed upgrade services and periodic system health reviews performed remotely by NetApp professionals.
- **SupportEdge Protect for Government.** An add-on service for SupportEdge Advisor and SupportEdge Expert to meet the needs of U.S. government organizations. Delivers advanced support while providing flexibility in meeting your demanding security requirements.



1. NetApp offers flat and predictable pricing only for the party purchasing directly from NetApp, whether that is the end customer, distributor or reseller partner. Flat and predictable pricing (i) is subject to increases for annual inflation (as measured by the Producer Price Index) (ii) does not include replicating any one-time promotional discounts or deal discounts upon renewal. (iii) Third-party branded products that NetApp supports may be subject to additional passthrough increases imposed by third-party vendors.

FEATURE	SUPPORTEDGE BASIC	SUPPORTEDGE ADVISOR	SUPPORTEDGE EXPERT
Core support metrics			
Replacement parts delivery target	Next business day; option to upgrade to 4 hours	Next business day; option to upgrade to 4 hours	4 hours
Onsite parts replacement	Optional upgrade available	Optional upgrade available	Included
Target response objective for remote technical support	Priority 1: 2 hours	Priority 1: 30 minutes	Priority 1: 30 minutes
Access to remote hardware technical support	24/7	24/7	24/7
Included services			
Software Support Plan with access to all patches and features	Included	Included	Included
NetApp Support site with 24/7 chat support using Elio with Watson routing to live representatives	Included	Included	Included
Personalized support services	Not available	Not available	<ul style="list-style-type: none"> • Single point of contact • Lifecycle management reports • Installed-base management assistance • SupportEdge Expert-specific support metrics reporting • P1 end-to-end case and escalation management
Active IQ ²	Access to all Active IQ classic capabilities. Does not include automated risk remediation, Active IQ digital digest, nondisruptive firmware upgrades, or digitized health checks included with SupportEdge Advisor or SupportEdge Expert.	Access to full suite of Active IQ digital advisor features with new predictive AIOps capabilities (including API access, automated risk remediation, Active IQ digital digest, and nondisruptive firmware upgrades ^{3,4})	Access to full suite of Active IQ digital advisor features with new predictive AIOps capabilities (including API access, automated risk remediation, Active IQ digital digest, and nondisruptive firmware upgrades ^{3,4})
Proactive parts replacement (via Active IQ auto-generated cases ⁵)	Included	Included	Included
Direct routing and priority queuing to level 2 support for software issues	Not available	Not available	Included
NetApp Unified/Cooperative Support	Not available	Included	Included
On-site support and troubleshooting ⁶	Not available	Included	Included
Periodic system health reviews	Not available	Not available	Included
Remedial software upgrades	Not available	Included	Included
Managed Upgrade Service	Not available	Not available	Included

Table 1) New NetApp SupportEdge offerings deliver the support you need whenever, wherever, and however you need it.

2. Requires AutoSupport[®] to be turned on.

3. Capabilities can vary by product.

4. Nondisruptive firmware upgrades use Ansible playbooks for ONTAP drives and shelves.

5. Requires AutoSupport telemetry data.

6. NetApp sends authorized engineers to the installation location to work on the problem after NetApp has isolated the problem and deemed on-site support necessary.

FEATURE	SUPPORTEDGE BASIC	SUPPORTEDGE ADVISOR	SUPPORTEDGE EXPERT
Optional add-ons			
SupportEdge Protect for Government	Not available	Includes all the core support metrics and features of SupportEdge Advisor. Services are delivered by U.S. citizens with appropriate security clearances on U.S. soil.	Includes all the core support metrics and features of SupportEdge Expert. Services are delivered by U.S. citizens with appropriate security clearances on U.S. soil.

Table 1) New NetApp SupportEdge offerings deliver the support you need whenever, wherever, and however you need it. (Cont.)

Get Started Today

To learn more about NetApp SupportEdge services, contact your local NetApp representative or Professional Services Certified Partner.

About NetApp

NetApp is the data authority for hybrid cloud. We provide a full range of hybrid cloud data services that simplify management of applications and data across cloud and on-premises environments to accelerate digital transformation. Together with our partners, we empower global organizations to unleash the full potential of their data to expand customer touchpoints, foster greater innovation and optimize their operations. For more information, visit www.netapp.com. #DataDriven