

# NetApp Partner Solution Center EMEA



The **NetApp Partner Solution Center** is a free of charge service available to all our EMEA reselling partners, distributors, NetApp SEs and Architects. Our team of specialists continue to provide quick and reliable answers to support your sales opportunities across the region. The **Partner Solution Center** delivers excellent quality and has proven to be a true added value, resulting in increased business success. We continue to meet future needs and conditions of our partners. We support you on the following topics:



## Presales

- Public product and competitive info
- Supportability and Interoperability
- End of Availability or End of Support issues, replacement Product
- Licensing Requests
- NetApp Feature Explanation (high-level, via Telephone or web session)
- Partner status/analysis & certification queries
- RFP assistance - technical questions only \*
- Software download activation
- cloud.netapp.com demo /navigation to show CVO, Cloud Insights, Cloud Advisor, SaaS Backup, etc.



## Quoting & Sizing Services

- Technical and logical plausibility checks
- Sizing Support (platform-based) \*\*
- Quote configurations based on customer requirements or usable capacity \*\*\*



## Post Sales and Installation Support

- Assistance during installation preparation (how to, best practices, worksheets, documents)
- Hardware Expansion Support (shelf expansion, storage cabling, network configuring)
- Spare Part queries for SSC Partners
- Live /ad-hoc installation support via telephone or web session (cluster switch configuration, supportability checks, etc.)
- Guidance toward self-help



## Tools Support

- Assistance for various NetApp tools. How to use and navigate through the tools:
- Fusion
  - Ascend
  - Partner Intelligence
  - QuoteEdge
  - IMT
  - HWU
  - ProposalCenter
  - OneCollect
  - ConfigAdvisor
  - ActiveIQ /Discovery Dashboard

\*The Solution Center will assist you in answering/processing your RFP to the best of our knowledge. The requestor is responsible for the completion of the RFP. Please be aware, we do not process the whole RFP.

\*\*For sizing requests, we provide consultation assistance only. Partners can request a sizing check but must have provided the sizing parameters in advance. Please make sure this is included in your request.

\*\*\*For quoting requests, we provide consultation assistance only. The Solution Center doesn't quote configurations in QuoteEdge for partners. Partners can request a quote check but must have created the quote in advance. Please make sure you have included relevant requirements/parameters in your request.

**NOTE:** The Solution Center is not authorized on the following: performance/troubleshooting issues, NDA/roadmap information, architecting/performance sizing and pricing.

# NetApp Partner Solution Center EMEA



## Region

## Phone

**Austria**

**+43 1367 6811 3155**

**Benelux**

**+32 2 416 3165  
or +31 20 639 4366**

**East Med**

**+972 3920 5557**

**Eastern Europe**

**+49 40 30030 9123**

**France**

**+33 149 01 1746**

**Germany**

**+49 6102 3658 3224**

**Italy**

**+39 027 4875 6055**

**Middle East & Africa**

**+49 40 30030 9123**

**Nordics**

**+46 8 5946 9560**

**Portugal**

**+44 189 551 6800**

**Russia**

**+49 40 30030 9123**

**Spain**

**+34 91210 4646**

**Switzerland**

**+41 44 744 7690**

**UK & Ireland**

**+44 189 551 6800**

**All Countries**



**+49 151 12055719**

Service hours:

Mon – Fri: 8:00am – 6:00pm CET

Mon – Fri: 7:00am – 5:00pm GMT (UK)

## E-Mail for Presales Requests

[solution-center-austria@netapp.com](mailto:solution-center-austria@netapp.com)

[solution-center-benelux@netapp.com](mailto:solution-center-benelux@netapp.com)

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[solution-center-uk@netapp.com](mailto:solution-center-uk@netapp.com)

Language support is available in English, German, French, Spanish, Italian, Turkish.

## E-Mail for Post Sales and Installation Support

[ps-helpdesk-austria@netapp.com](mailto:ps-helpdesk-austria@netapp.com)

[ps-helpdesk-benelux@netapp.com](mailto:ps-helpdesk-benelux@netapp.com)

[ps-helpdesk-eastmed@netapp.com](mailto:ps-helpdesk-eastmed@netapp.com)

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