

# Technical Advisor

Every Infinidat InfiniBox® includes the services of an assigned Infinidat Technical Advisor (TA).

At NO additional cost. We believe that best way to invest in your success with Infinidat is to ensure you get the absolute best support and service throughout the lifecycle of your system — from installation to decommission. This includes oversight to updates and upgrades.

Your TA is there to make sure the system is delivering value for you every step of the way.

## Infinidat Technical Advisor

An Infinidat Technical Advisor is an experienced Storage Systems Engineer providing our customers with a named engineer for the duration of the lifecycle of the installed system(s). The TA provides a full spectrum of services and acts as a customer's trusted advisor. During the time of engagement, the TA will learn about the customer's IT operations as it relates to the ongoing management of the Infinidat storage system.

## Responsibilities of Your Assigned TA

- ▶ Act as a single technical point of contact for all post-sales support coordination
- ▶ Establish a comprehensive understanding of the customer's environment (e.g. applications, server, network, virtualization) integrated with the Infinidat systems
- ▶ Triple-redundancy of all major hardware components keeps the system fully operational if a failure occurs

## Simplicity

- ▶ Secure Remote Support allows for fast and easy issue resolution anywhere in the world
- ▶ Heartbeat monitoring with proactive Call Home diagnostics and resolution for any issue
- ▶ Advocate on behalf of the customer, ensuring all specific needs and concerns are properly communicated with Infinidat
- ▶ 24x7 Emergency Response Manager for any Priority Type A or Type B incidents
- ▶ Follow up on all open customer issues and requests
- ▶ Conduct periodic system health-checks, reviewing the results with the customer and their account team
- ▶ Communicate important updates (e.g. code updates and upgrades), updated best practices and relevant new white papers

## Our Technical Advocate Community

Infinidat Technical Advisors are all badged employees of Infinidat, receiving all their training and ongoing certifications directly from our support team. Each has a strong background in storage management, systems management, network management, data protection, cyber resilience and virtualization. As a community, they have over 200 years of industry experience, sharing their expertise and supporting each other to ensure we thrill our customers.

