Supermicro Global Services

We Keep IT Green®

Supermicro's Global Services programs provide you with the highest product quality and professional support and service for your Supermicro solutions.

March 2019

Overview

As a leading provider of Building Block Solutions® for Data Centers, Supermicro is the premier choice for your professional service needs, offering global coverage and highly efficient, on-time responsiveness to meet your hardware maintenance challenges. With Supermicro Global Services, you can count on results in the following areas:

- **Flexible and customizable service level agreements (SLA)**
- **Highly efficient support systems and processes**
- **Direct access to a technical account manager, field service engineers, and support operation management**
- **Live, domestic call-center responses**
- **Single point of contact for support in a multi-vendor environment**
- **Highly cost-effective service programs**

Supermicro's focus is to ensure that you protect your hardware investment by maintaining maximum uptime. We promise each customer professional levels of responsiveness, accountability, collaboration, and quality.

Services Benefits

Your infrastructure is the essential foundation of your business, so Supermicro Global Service is committed to delivering timely resolution. The benefits to your company include the following:

- Increased business productivity and improved uptime
- Increased return on your IT investment
- Onsite support
- High-quality support backed by Supermicro
- Reliable response times and predictable repair times
- More effective IT resource planning and enhanced staff productivity
- Support tailored to your processes
- Dedicated technical account manager

Services Feature Highlights

Whether your business needs basic warranty service or more comprehensive or premium services, Supermicro offers the following conveniences:

Choice of coverage windows	Upfront audit
Choice of response times or call-to-repair times (for eligible products only)	Access to electronic support information and services
Work to completion	Preventative maintenance
Remote problem diagnosis and support	Digital media retention
Onsite hardware support	Call-to-repair time commitments
Materials and spare parts	Enhanced parts inventory management
Escalation management	

Services Workflow

1. Place a Request

Once you've placed a service request, Supermicro or an authorized representative will work with you during coverage hours to isolate the problem.

2. Materials

Supermicro will provide the supported parts and materials necessary to maintain the covered hardware equipment in operating condition.

3. Onsite Hardware Support

When the defective parts have been determined, a Supermicro-authorized representative will come onsite to replace the defective parts.

4. Onsite Response Time

The delivery window begins when the defective parts have been identified and ends when the replacement of parts is complete.

5. Work to Completion

The representative will continue to fulfill service until the parts replacement is complete.

6. Escalation

If the case cannot be immediately resolved, it may be escalated to a Supermicro technical account manager.

Services Levels

Our different levels of services are presented in the table below. If the basic warranty included with your system does not quite fit your needs, inquire today about adding a Global Services plan to your purchase.

	Bronze	**Silver**	**Gold**	**Platinum**
Code*	SMSADx	OSNBDx	OS4HRx	OSPLTx
Response SLA	3 Business Days	Next Business Day	4 Hours	Customizable
Parts	Dedicated based on service-level agreement	Dedicated based on service-level agreement	**High availability** Dedicated based on service-level agreement	**Highest availability** Dedicated based on service-level agreement
Parts Logistics	2-way shipping	2-way shipping	2-way shipping	2-way shipping
Help Desk	Monday - Friday 9am-5pm local *(Excludes holidays)*	Monday - Friday 9am-5pm local *(Excludes holidays)*	24/7/365	24/7/365
Service Portal	Yes	Yes	Yes	Yes
Field Engineers	No	Yes	Yes	Yes
TAM (Technical Account Manager)	No	Yes	Yes	Yes
Operational Report	None	Upon request	Monthly	Monthly

* - "x" indicates the duration in years

Supermicro Integration Services

Supermicro can be your partner in planning and executing build-outs or migrations. We perform the detailed planning necessary to meet your company's long-term IT architecture and roadmap. We define the requirements for the installation, upgrade, or complete migration, identify service requirements, create a project plan and design including element identification, assist with proof of concept including kickoff between vendors, create and execute design verification tests, develop and conduct training, provide technical documentation, and transfer knowledge.

ASSESS	PLAN & DESIGN	IMPLEMENT	OPTIMIZE	TRAIN
Application Requirements	Platform Selection	Hardware Validation	Hardware Optimization	Documentation
Platform Requirements	Define Hardware Type	Certification	Software Optimization	SLA and Support Orientation
Proof of Concept	Power and Space Calculation	First Article	Custom Packaging	Web Portal
Infrastructure Review	Site, Facility, and Rack Layout	Firmware Control	Order Consolidation	Hardware Q&A
SLA Requirements	Infrastructure Details	Image Load	Metric Measurement	Software Q&A
Customization Requirements	Image Control	Unattended OS Installation	Field Support	Process Review
Customer Operation Model	Complete BOM Review	Specialized QA	Remote Support	Knowledge Transfer
Export Compliance	SKU/BOM Identification	Asset Tagging	Global Depot	Datacenter Best Practices
Global Logistics	SKU Change Management	Rack Integration	Global Help Desk	
Transition Review	Value-added taxes and Parts Depot	Onsite Installation and Power Up	Process and Escalation Optimization	
Life-Cycle Expectation	Custom Branding	Connect and Test Management Console	Preventative Maintenance	
	Timeline and Schedule			
Equipment Maintenance, Upgrade, and Refresh				

Services Locations

Country	Americas
Argentina	Most Major Cities
Barbados, W.I.	All Major Cities
Bolivia	Cochabamba, Santa Cruz
Brazil	Brasilia, and other Major Cities
Canada	All Major Cities
Chile	Santiago, San Antonio, Valparaiso
Colombia	Most Major Cities
Costa Rica	San Jose
Dominican Republic	Santo Domingo
Jamaica	All Major Cities
Mexico	San Pedro, Garza Garcia, Monterey, Villahermosa
Panama	Panama City
Peru	Lima
USA	Entire Country
Venezuela	Most Major Cities

Country	Asia
Afghanistan	Kabul
Australia	All Major Cities
China	Most Major Cities
Guam	Entire Country
Hong Kong	Hong Kong island, Kowloon
India	Most Major Cities
Indonesia	Most Major Cities
Japan	All Major Cities
Malaysia	Kuala Lumpur, Penang, Cyberjaya
New Zealand	Entire Country
Pakistan	Karachi
Philippines	Most Major Cities
Singapore	Singapore
South Korea	Seoul
Sri Lanka	Colombo Metropolitan Area
Taiwan (R.O.C)	All Major Cities
Thailand	Bangkok, Hatyai, Songkhla
Vietnam	Ho Chi Minh City, Hanoi, Da Nang City

Country	EMEA
Austria	All Major Cities
Bahrain	Most Major Cities
Belarus	Minsk, Gomel
Belgium	Entire Country
Bulgaria	Sofia and other Major Cities
Czech Republic	Most Major Cities
Denmark	Most Major Cities
Egypt	Most Major Cities
Finland	Most Major Southern Cities
France	All Cities
Germany	All Major Cities
Greece	All Major Cities
Hungary	Budapest
Ireland	All Major Cities
Israel	All Major Cities
Italy	All Major Cities
Jordan	Amman
Luxembourg	Luxembourg
Malta	Malta and Gozo
Netherlands	Entire Country
Poland	Most Major Cities
Portugal	Most Major Cities
Romania	Most Major Cities
Russia	Moscow
Saudi Arabia	Most Major Cities
Sengal	Dakar, Senegal, Mali
Slovenia	Ljubljana
South Africa	All Major Cities
Spain	All Major Cities
Sweden	Most Major Southern Cities
Switzerland	All Major Cities
Turkey	Most Major Cities
UAE	Dubai, RAK
UK	Entire Country

Supermicro Onsite Service & Support is available throughout North America. Service locations outside of North America are subject to review on a case-by-case basis. For more information including service limitations please contact your Supermicro sales representative or visit www.supermicro.com/support.

Frequently Asked Questions

1. Who is eligible?

To qualify for service, your purchase must consist of a complete Supermicro server with CPU, memory, and hard drives all provided by Supermicro and integrated at Supermicro.

2. How do I determine what service level is best for my operation?

Generally, our service levels are based on your own service-level agreement. You will need to consider your own needs and what, in your judgment, is the best balance between those needs and your budget. Our Platinum-level package, for example, is best geared toward those with mission-critical applications who cannot afford downtime. Our Bronze-level package, in contrast, may be suited to cloud service providers whose software will already provide high availability even during downtimes.

3. How much will the service cost?

Our service price depends on several factors:

1) Type and number of systems covered
2) Duration
3) Service level
4) Additional add-on features

Please contact your Supermicro sales representative with this information for an up-to-date quote.

4. I have already made a complete system purchase. How can I integrate a new service plan onto it?

To add a service plan, contact your Supermicro sales representative or Supermicro Global Services directly via the contact information found below.

5. Can I buy a service package with a duration of longer than three years?

This would depend on the life cycles of the particular systems in question. Generally, X10 and embedded products currently allow for longer life cycles, but you will need to check with your Supermicro sales representative for the terms of your specific case.
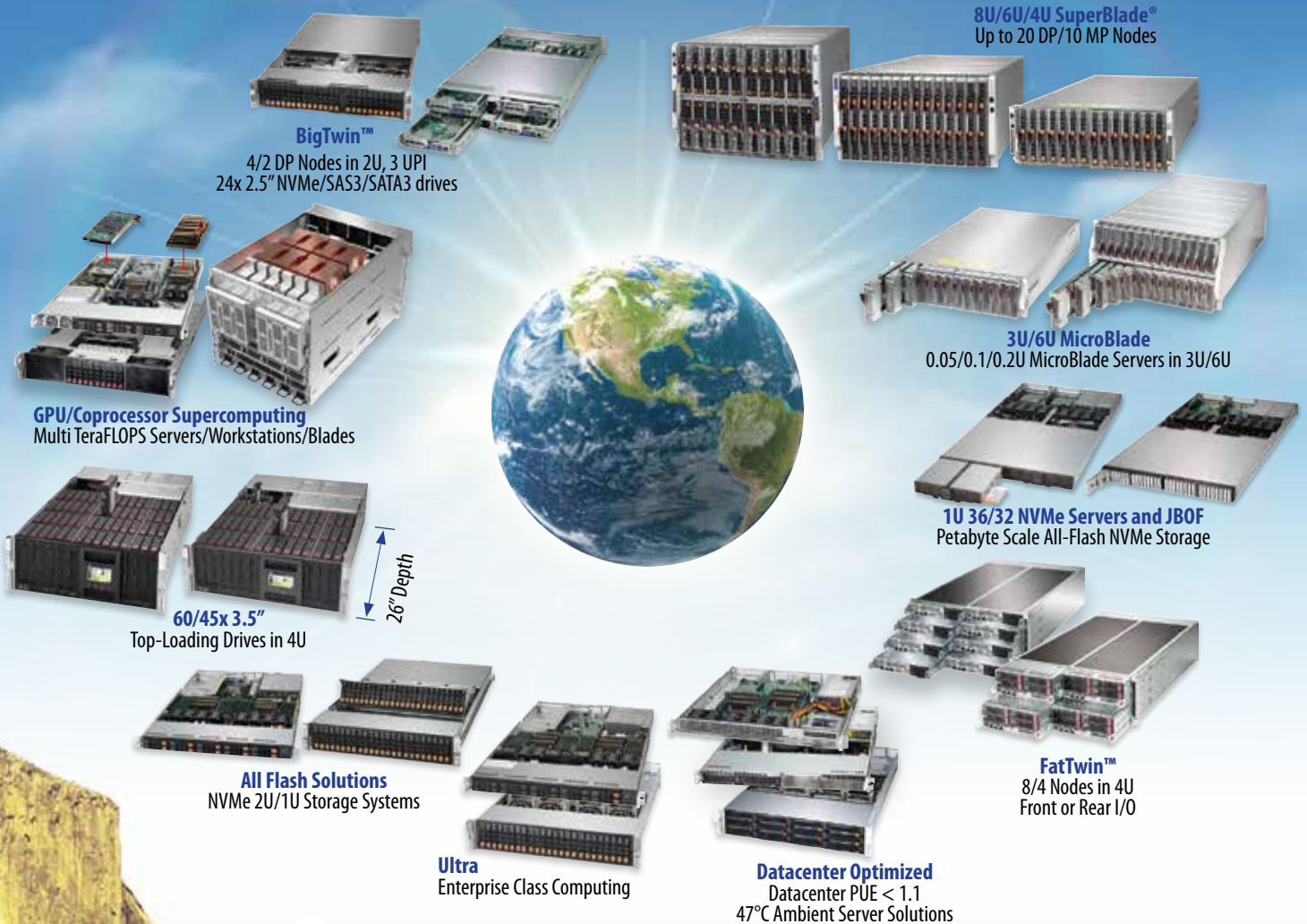
Contact Information

Email
onsiteservice@supermicro.com

24/7 Telephone
Toll-free (866)599-3226

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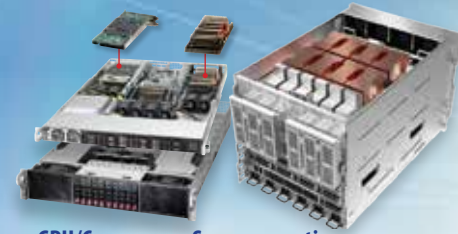**GPU/Coprocessor Supercomputing**
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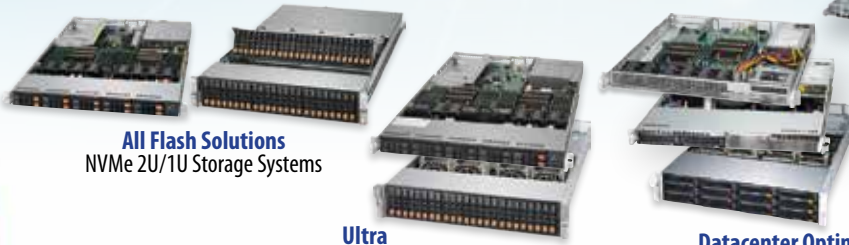
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