Maintenance and Support Service

virtana

Highlights

- 24 x 7 access to customersupport portal
- Remote troubleshooting and root cause analysis
- Workload model and troubleshooting
- Case escalation management
- Self-help portal
- Knowledge base
- Firmware and software updates
- Warranty replacements

WorkloadWisdom™ and Workload Generators Maintenance and Support Services provide timely access to technical support, storage protocols expertise, and access to customer support portal

The Virtana support team is dedicated to providing customers support required to configure, manage, and maintain WorkloadWisdom™ and Workload Generators for workload performance validation. Our support services provide customers with easy and reliable 24/7 access to our support portal, online resources and corrective maintenance services.

Virtana is available to assist in all WorkloadWisdom™ and Workload Generators needs including:

- Preventive maintenance
- Corrective maintenance
- Firmware and software updates and support
- Warranty equipment
- Assistance with service requests is provided

9AM to 5PM Pacific US Monday- Friday via email and the customer portal

Hardware and Software Support

Preventive Maintenance: Virtana proactively notifies customers of maintenance steps to help prevent future problems.

Corrective Maintenance: Virtana works closely with customers to troubleshoot down to protocol parameters, workload and testbed configurations, and test results analysis. Support personnel use a number of tools including web meetings to access WorkloadWisdom™ for troubleshooting.

Software and Firmware Updates and Support

Virtana is constantly improving the WorkloadWisdom™ and Workload Generators product line delivered as major releases, service packs and patches. Included in these updates are new features, functionality enhancements, and bug fixes, both on the WorkloadWisdom™ and Workload Generators software and hardware products. Customers under contract automatically receive these updates for their licensed programs

Customer Portal

Through a secure web portal, Virtana offer customers the ability to:

- Available 24/7

- Receive notifications of software updates

- Open new service requests, provide updates, check an incident's status and close existing service requests

- Provide suggestions for enhancements

- Access product documentation and other technical information such as the Knowledge Base

Software Distribution Site

Through a secure web-based site, Virtana offers the ability to:

- Download software updates

- Download new integrations

- Download .ova files for virtual editions

- Download product documentation

Knowledge Base

To assist customers in basic troubleshooting and deployment of Virtana products. The Knowledge Base contains easily searched helpful answers to frequently asked questions, guided troubleshooting, videos, sample projects, and recommended best practices.

Learn more about VirtualWisdom | Contact a Virtana Expert | View more Resources

Virtana
2331 Zanker Road
San Jose, CA 95131
Phone: +1.408.579.4000