

# Maintenance and Support Service



## Highlights

- 24 x 7 telephone availability
- Remote troubleshooting and root cause analysis
- Case escalation management
- Secure remote hardware monitoring
- Self-help portal
- Knowledge base
- Firmware and software updates
- Warranty replacements

## VirtualWisdom Maintenance and Support Services provide 24 x 7 x 365 enterprise-class maintenance and support.

The Virtana support team is dedicated to providing customers with the enterprise class services and support required to manage and maintain their Virtana monitoring solution for mission-critical SAN infrastructures. Our support services provide customers with easy and reliable 24/7 access to our support center, online resources and corrective maintenance services.

Virtana is available to assist in all VirtualWisdom® and SANInsight® needs including:

- Preventive maintenance
- Corrective maintenance
- Firmware and software updates and support
- Warranty equipment

Assistance with Severity 1 and 2 service requests is provided on a 24 x 7 basis via telephone.

## 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 diagnose problems and plan the proper corrective action. Support personnel use a number of tools including remote diagnostic access to restore the equipment to normal operations as quickly as possible.

## Software and Firmware Updates and Support

Virtana is constantly improving the VirtualWisdom 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 VirtualWisdom server 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:

- Receive notifications of software updates
- Open new service requests, provide updates, check an incident's status and close existing services 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, and recommended best practices.



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