



Services and Support

Ensuring the Stability and Reliability of your Business-critical, High-performance Enterprise Operations

The Azul™ Customer Advocacy organization is designed to address critical enterprise requirements, prevent issues that affect uptime, and quickly resolve issues.

SERVICE AND SUPPORT PACKAGES

Pool Initialization Pack

- Onsite installation and configuration services
- Compute Pool Administration training for up to three attendees

Pool Power

- Software updates and upgrades
- Integrated software and hardware support
- 24 x 7 x 365 telephone and online support access
- 9 x 5 next business day on-site response for parts replacement
- Azul support site
- Unlimited technical support cases with customer-defined priority
- Quickstart training

Premium Services

- 24 x 7, four hour on-site response for parts replacement
- Assigned Customer Engineer
- Quarterly account reviews

Educational Services

- Online Quickstart training
- Instructor-led Compute Pool Administration training

POOL POWER SUPPORT PACKAGE

Provides a simple, all-in-one enterprise-class support package designed to maximize system uptime and ensure the stability and reliability of your business-critical operations. Pool Power includes support for all Azul compute pool deployment components, including hardware and software support, maintenance, updates and upgrades, online self-service tools, and training.

CUSTOMER FOCUSED

Receive single point of contact problem ownership, case management, and escalation management. Azul Customer Advocacy serves as your champion within Azul, and ensures that you are totally satisfied with the level of support and resources required for your environment.

EXPERTISE

Work closely with senior Azul Customer Advocacy engineers to recognize and resolve technical issues. With their extensive experience in troubleshooting, diagnosing, and repair, Azul experts will quickly respond to resolve your issues, and work with you to proactively prevent common support issues.

RAPID RESPONSE AND RESOLUTION

Receive immediate 24 x 7 remote and on-site response and resolution of complex issues to maximize product performance. Using robust tools, Azul will work with you to quickly diagnose and resolve issues remotely. If on-site service is required, Azul will immediately dispatch an experienced, Azul certified technician to troubleshoot and repair your Azul products.

Whether it is implementation, support, or training, Azul Customer Advocacy is focused on providing expert, personalized, strategic services that are essential to your network environment.

Specifications

Pool Initialization Pack	Provides initial installation and configuration services so that you can quickly realize the benefits of network attached processing.
On-site installation and configuration services	Designed to get you up and running quickly, an Azul certified technician is on site for two days to install and configure your compute pool.
Azul Compute Pool Administration training for up to three attendees.	This three day course teaches the essential fundamentals of administering and operating Azul network attached processing solutions. This comprehensive, instructor-led overview of hardware and software components provides hands-on instruction on how to install, configure, maintain, and diagnose the Azul Compute Appliances and compute pools. Topics include compute appliances, the Azul Virtual Machine software, and the Compute Pool Manager™ software.
Pool Power	The core of Azul service offerings, Pool Power simplifies product support by providing an all in one, annually renewable package for hardware and software support, maintenance, and training.
Software updates and upgrades	Access to all product software upgrades and updates as part of your support contract.
Integrated software and hardware support	Integrated hardware and software support to help you maintain a robust and stable network.
24 x 7 telephone and online support access	Intelligent routing and assignment that allow mission critical issues to be quickly routed to Azul for immediate troubleshooting.
9 x 5 next business day on-site response for parts replacement	Within a day of problem determination, you receive parts replacement and an Azul-certified technician on site to quickly help you get your system back in operation.
Azul customer support access	Allows you to create cases, check the status of service requests, access current product documentation, search and find solutions without creating a case, and review FAQs.
9 x 5 next business day on-site response for parts replacement	Within a day of problem determination, you receive parts replacement and an Azul-certified technician on site to quickly help you get your system back in operation.
Unlimited technical support cases with customer defined priority	We don't limit the number of support cases you can open, and you can assign a priority that determines the Azul response time.
Quickstart training	Quickstart training is an introduction to how Azul's products are used in the data center. Delivered via the Web, this self-paced course is primarily designed for systems administrators and provides an introduction to network attached processing, compute appliance installation, application management, and basic use of the Compute Pool Manager software.
Premium Services	Premium Support services add another level of support options in addition to those included with Pool Power.
24x7 four-hour on-site response for parts replacement	To support time critical response environments, premium support services offers same day, on-site response services. Within 4 hours after problem determination response, you receive parts replacement and an Azul-certified technician on site to quickly help you get your system back in operation.
Assigned customer engineer	A highly qualified, experienced technical customer engineer serves as your primary point of contact for account introduction, account activity, quarterly account reviews, and incident escalation.
Quarterly account reviews	Review your account on a quarterly basis with an assigned engineer who is fluent in your operations, processes, and your changing business requirements.
Educational Services	Azul training quickly gets your team up to speed with network attached processing, compute pool installation, and application management.
Quickstart training	Quickstart training is an introduction to how Azul's products are used in the data center. Delivered via the Web, this self-paced course is primarily designed for systems administrators and provides an introduction to network attached processing, compute appliance installation, application management, and basic use of the Compute Pool Manager software.
Compute Pool Administration training	This three day course teaches the essential fundamentals of administering and operating Azul network attached processing solutions. This comprehensive, instructor-led overview of hardware and software components provides hands-on instruction on how to install, configure, maintain, and diagnose the Azul Compute Appliances and compute pools. Topics include compute appliances, the Azul Virtual Machine software, and the Compute Pool Manager™ software.



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