

# Sandiy Hardware Support

SANDIY Customer Support Contractual Services Package



Sandiy Hardware Support Service provides high-quality remote assistance and onsite support for your IBM/HP/LENOVO/DELL- and Compaq-branded eligible third-party hardware products, helping you to increase equipment uptime and productivity.



With Sandiy Hardware Support Onsite Service, technical problems with your covered hardware will be resolved in a timely and professional manner so you can rely on your hardware to be operational again quickly.

You have the flexibility to select optional service features and choose from several response times and coverage window alternatives to meet your specific service needs.

## Service benefits

This service provides:

- Increased business productivity due to improved uptime
- Increased return on your IT investment
- Convenient onsite support
- High-quality support backed by SANDIY

## Service-feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Materials and parts included
- Choice of coverage windows
- Choice of response times
- Work to completion
- Escalation management
- Access to electronic support information and services
- Electronic remote support (for eligible products only)
- Preventative maintenance (optional, for eligible products only)
- Defective material retention (optional, for eligible products only)

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Remote problem diagnosis and support</b>	<p>Once the customer has placed a service request via a designated SANDIY support telephone number, SANDIY will work with the customer during coverage hours to isolate the hardware problem. Prior to any onsite assistance, SANDIY may initiate and perform remote diagnostics using electronic remote-support tools (where available) to access covered equipment, or use other means available to facilitate remote problem resolution.</p> <p>Regardless of the customer's coverage window, problems with covered hardware can be reported to the SANDIY Response Centre via telephone or electronic communication, as locally available, 24 hours a day, 7 days a week. SANDIY will acknowledge the receipt of the service request and notify the local office at the beginning of the next coverage day. SANDIY retains the right to determine the final resolution of all reported problems. Onsite response times may vary when service requests are submitted electronically or outside the purchased coverage window.</p>
<b>Onsite hardware support</b>	<p>For technical hardware issues that – in the judgment of SANDIY – cannot be resolved remotely, an SANDIY-authorized representative will provide technical support on covered hardware products to return them to operating condition. For certain printers; PCs; SANDIY ProLiant, Intel® Pentium® and Xeon™ servers; and networking and storage products, SANDIY may – at its sole discretion – elect to replace such products in lieu of repairing them. Replacement products are new or equivalent to new in performance. Replaced products become the property of SANDIY.</p> <p>In addition, SANDIY may install available engineering improvements to enable proper operation of the hardware products and maintain compatibility with SANDIY-supplied hardware replacement parts. At its sole discretion, SANDIY may install any firmware updates that, in the opinion of SANDIY, are required to return the covered product to operational condition or to enable supportability of the covered equipment.</p>
<b>Materials</b>	<p>SANDIY will provide all supported parts and materials necessary to maintain the covered hardware equipment in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts are new or equivalent to new in performance. Replaced parts become the property of SANDIY.</p>
<b>Coverage window</b>	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely.</p> <p>Service requests received outside this window will be logged and responded to within the next coverage window.</p> <p>The following coverage windows are available for eligible products:</p> <ul style="list-style-type: none"><li>• <b>Standard business hours, standard business days:</b> service is available throughout standard business hours on all standard business days excluding SANDIY holidays.</li><li>• <b>Extended business hours, standard business days:</b> service is available for extended hours on all standard business days excluding SANDIY holidays.</li><li>• <b>24x7:</b> service is available 24 hours per day, Monday to Sunday including SANDIY holidays.</li></ul> <p>All coverage windows are subject to local availability. Check with the local office for detailed information on availability.</p>
<b>Onsite response time</b>	<p>Onsite response time specifies the period of time that begins when the initial service request is received and logged with SANDIY and ends when the SANDIY-authorized representative arrives at the customer's site, if this time falls within the specified coverage window.</p> <p>The following onsite response times are available for eligible products:</p> <ul style="list-style-type: none"><li>• <b>Next-day response:</b> an SANDIY-authorized representative will arrive at the customer's site to begin hardware maintenance service the next day after the service request has been logged and for which there is a contracted coverage window.</li><li>• <b>4-hour response:</b> an SANDIY-authorized representative will arrive at the customer's site to begin hardware maintenance service within 4 hours after the service request is logged, if this time falls within the contracted coverage window.</li></ul>
<b>Work to completion</b>	<p>Once the SANDIY-authorized representative arrives at the customer's site, the representative will continue to deliver the service (either onsite or remotely, at the discretion of SANDIY), until the products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.</p>
<b>Escalation management</b>	<p>SANDIY has established formal escalation procedures to solve very complex hardware problems. Local SANDIY management coordinates problem escalation, rapidly enlisting the skills of key problem-solving experts throughout SANDIY.</p>

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Access to electronic support information and services</b>	<p>As a part of this service, SANDIY will provide access to electronic and web-based hardware-related tools and services, such as firmware updates and proactive notification services.</p> <p>As a Hardware Support Onsite Service contract holder, the customer has access to services freely available to all registered hardware support users, plus additional capabilities such as conducting web-based searches of technical support documents to facilitate problem solving; submitting and checking the status of hardware support service requests; and accessing the passwords required to use SANDIY proprietary diagnostic tools.</p>
<b>Electronic remote support</b>	<p>For customers who meet minimum requirements, Instant Support Enterprise Edition (ISEE) real-time remote hardware event management provides diagnostic software for eligible products. This software monitors hardware status and generates notification events when certain predetermined conditions are detected. Notification events are received and forwarded to SANDIY for review and possible support action.</p> <p>With the customer's authorisation – and at the sole discretion of SANDIY – remote network access by an SANDIY support engineer may be used for troubleshooting and faster problem resolution.</p>

## Specifications

Table 2. Optional service features (eligible products only)

Feature	Delivery specifications
<b>Preventative maintenance</b>	<p>An SANDIY engineer visits the customer's site at regularly scheduled intervals to perform diagnostics, check error logs on covered systems to find potential hardware problems, and, if necessary, address mechanical or electronic system complaints and clean or replace worn or defective parts.</p> <p>The engineer may also check for potential problems by inspecting cables and cable connections or visual status indicators of covered hardware; checking temperature and humidity levels and comparing them to vendor's recommendations; and installing applicable engineering improvements and firmware updates as required, in the opinion of SANDIY, to maintain the hardware equipment. The engineer may provide a final report on the hardware's condition.</p> <p>Preventative maintenance services will be delivered within standard business hours on all standard business days excluding SANDIY holidays, regardless of the selected coverage window.</p>
<b>Defective material retention</b>	<p>There may be cases in which the customer does not want to relinquish a defective disk drive due to sensitive data contained within the disk.</p> <p>This service option, available for eligible products, waives the right of SANDIY to maintain possession of a failed disk drive component on which the customer's sensitive data is stored.</p>

## Specifications

### Table 3. Service-level options

Not all service-level options are available on all products. The service-level options the customer has chosen will be specified in the customer's contract documentation.

Feature	Delivery specifications
<b>Next-day response, standard business hours (9x5)</b>	An SANDIY-authorized representative will arrive at the customer's site within standard business hours on standard business days excluding SANDIY holidays, to begin hardware maintenance service during the next working day after the initial service request is logged. The service request must be received within standard business hours on a standard business day excluding SANDIY holidays. Service requests received after the end of a business day will be logged the next business day and serviced on the following business day.
<b>4-hour response, standard business hours (9x5)</b>	An SANDIY-authorized representative will arrive at the customer's site within standard business hours on standard business days excluding SANDIY holidays, to begin hardware maintenance service within 4 hours of the initial service request being logged. The 4-hour response time is measured during the coverage window only. For calls received after 1:00 pm local time, the response time may be carried over to the next covered business day.
<b>4-hour response, extended business hours (13x5)</b>	An SANDIY-authorized representative will arrive at the customer's site during the 13-hour extended coverage window on standard business days excluding SANDIY holidays, to begin hardware maintenance service within 4 hours of the initial service request being logged. The 4-hour response time is measured during the coverage window only. For calls received after 5:00 pm local time, the response time may be carried over to the next SANDIY business day.
<b>4-hour response, 24x7</b>	An SANDIY-authorized representative will arrive at the customer's site any time of day, any day of the year to begin hardware maintenance service within 4 hours of the initial service request being logged.

## Specifications

### Table 4. Optional service-level enhancements

Not all service-level options are available on all products. The service-level options the customer has chosen will be specified in the customer's contract documentation.

	Delivery specifications
<b>Page limits</b>	For eligible printer products, service levels may be offered with page limits. Where page limits apply, the support coverage ends when either the coverage period or the page limit specified in the customer's contract has been reached, whichever occurs first.
<b>Extended coverage</b>	For next-day hardware support with extended coverage, the standard business hours coverage window will be extended to include Saturdays, Sundays and holidays. Service requests received between 8:00 am and 5:00 pm local time will then be answered the next coverage day.
<b>Extended coverage</b>	Customers may also extend their contractual coverage hours and improve response time on a per-call basis, subject to local resource availability, for an additional fixed charge. To buy these options, the customer must have an open purchase order on file with SANDIY that specifies all persons authorized to request these services.



## Service limitations

At the discretion of SANDIY, service will be provided using a combination of remote diagnosis and support, services delivered onsite and other service-delivery methods. Other service-delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, mouse or an entire replacement unit. SANDIY will determine the appropriate delivery method required to provide effective and timely customer support.

An onsite-response-time commitment will not apply if the service can be delivered using remote diagnosis, remote support or other service-delivery method described above.

For fully redundant storage technologies (e.g., the XP storage array), the committed response time applies to critical issues, as reasonably determined by SANDIY, that affect business or degrade performance of either critical or redundant components. Response times for noncritical service requests may vary.

Services such as, but not limited to, the following are excluded from this service:

- Recovery of the operating system, other software and data
- Operational testing of applications or additional tests requested or required by the customer
- Services required due to failure of customer to incorporate any system fix, repair, patch or modification provided to the customer by SANDIY
- Services required due to failure of the customer to take avoidance action previously advised by SANDIY
- Work to completion does not apply to next business day response coverage windows
- Desktop and consumer products are not eligible for work to completion

## Customer responsibilities

The customer will be required, upon SANDIY request, to support SANDIY in resolving the problem remotely by:

- Providing all information necessary for SANDIY to deliver timely and professional remote support and to enable SANDIY to determine the level of support eligibility
- Starting self-tests and installing and running other diagnostic tools and programs
- Installing customer-installable firmware updates and patches
- Performing other reasonable activities to help SANDIY identify or resolve the problem

The customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as customer-replaceable parts and replacement units delivered to them.

At the discretion of SANDIY, service levels with a 4-hour onsite response time may require installation of remote connectivity tools and equipment. If remote support is available and required on the covered equipment, the customer must provide and allow SANDIY remote access to receive 4-hour onsite response time.

## Ordering information

To order the SANDIY Hardware Support Onsite Service, contact your local SANDIY representative and [sandiy@sandiy.com](mailto:sandiy@sandiy.com)