

To help you address your operational challenges, Hitachi Vantara offers multiple levels of support services. Extended Life-Cycle Support provides continued coverage for your end-of-service-life storage devices.

**DATASHEET**

## Extended Life-Cycle Support From Hitachi Vantara

### Maximize Your IT Investment With Extended Support

Extended Life-Cycle Support from Hitachi Vantara ensures that your Hitachi storage equipment is maintained properly, your data is protected and you have a best-in-class enterprise support team to help you recover quickly in the event of hardware failure. This service includes maintenance support for your end-of-service-life (EOSL) storage devices for 12 months following the EOSL announcement date.

Designed to provide you with a seamless Hitachi experience, even as products start to reach end of life, Extended Life-Cycle Support is ideal when:

- Your business needs additional time to migrate to a new system.
- Your end-of-life (EOL) storage system is in good working condition and you intend to continue using it for the foreseeable future.

With Extended Life-Cycle Support, you have access to our Global Support specialists who understand the complexities of your IT environment and the challenges you face. Your business also benefits from:

- Significant cost savings by extending the life of your storage system.
- Next-business-day replacement parts delivery.

- Reliable availability of spares that have been certified to manufacturing specifications.



- 24/7 remote diagnostic and monitoring services to prevent outages before they occur.
- Monitoring of every aspect of your hardware to ensure systems are up-to-date with the latest security vulnerability fixes.
- 24/7 access to the Hitachi Vantara online support portal for technical information and support documentation.

### Always Working for You

At Hitachi Vantara, our value extends beyond superior product offerings. We help you achieve your business goals by providing the best expertise available in the industry. We're committed to continuously identifying and deploying the right resources, effective strategies and innovations to help you succeed.

### Extended Life-Cycle Support Terms and Conditions

- As a prerequisite, you must have a current Premium, Standard or Weekday Basic support maintenance contract for the specific Hitachi product.
- Following the initial 12-month Extended Life-Cycle Support term, your system will be evaluated to determine eligibility for another 12-month term.

- Extended Life-Cycle Support is available for specific Hitachi products. To view a list of eligible products, visit [Hitachi Vantara End-of-Service-Life Matrix](#).
- This offering does not include software bug fixes or microcode updates or upgrades.

### Take the Next Step

Ask your Hitachi Vantara account representative how Extended Life-Cycle Support can help you maintain business continuity for your enterprise.

### Terms and Conditions

Support Services for products subject to end-to-life announcements are subject to certain conditions. Review Hitachi Vantara's complete terms and conditions at [HitachiVantara.com](#).

## Hitachi Vantara At a Glance

Your data is the key to new revenue, better customer experiences and lower costs. With technology and expertise, Hitachi Vantara drives data to meaningful outcomes.

## Hitachi Vantara



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