

## Overview

Curvature is recognized as the global top performer for independent support for storage within the data center. Our storage maintenance provides comprehensive break/fix support, spanning most hardware platforms from leading manufacturers. We provide consistent results while retaining agility to meet the ever-changing needs of our customers.

Our storage maintenance solutions cover brand name like Dell EMC, NetApp, Hitachi, IBM, HPE, and includes call-home monitoring and optional software support.

Our mission is to enable IT Freedom to our customers by removing pain points and identifying areas to improve our availability and efficiently throughout our partnership.

## Customer Challenges

Whether you are in procurement or a technical role, below are some common pain points we solve.

Customer Need   Pain Point	Procurement	Technical
Vendor consolidation   One number to call	✓	✓
Post-warranty support costs increasing	✓	
End of Support Life (EoSL) by manufacturer	✓	✓
Slow, scripted response		✓
Lack of local spare parts		✓
Loss of skills (retiring)		✓
Vendor agnostic provider		✓

## Business Benefits

**Response time** – Our initial call response is within 30 minutes of incident initiation.

**Rapid routing** – We respond rapidly and engage the appropriate support team to resolve the incident. No endless stream of scripted responses resulting in prolonged outage.

**Onsite delivery** – A field engineer is typically onsite within two hours of the initial call, and our Average Time to Resolve is less than four hours.

**Proprietary call-home tool** for proactive alert and error analysis is included.

**Quality standards** – We directly support 95% of all assets currently under contract with field engineers experienced in mission-critical data center environments.

**Critical Situation Incident Management** – Some manufacturers will only provide access to field engineers and support engineers during a critical situation. With our process, service delivery managers and executive management are involved for expedient resolution. Our team will stay engaged in an incident even if the issue is beyond scope.

**Flexible support models** – Every clients environment is different, that is why we offer flexibility with customized service levels that meet customer requirements.

## Standard Features

- Onsite labor
- Onsite parts replacement
- Remote and onsite troubleshooting
- Call-home monitoring

## Optional Features

- Dedicated spares onsite
- Dedicated labor onsite
- Defective media retention
- Software support
- Hardware upgrades with installation services
- Asset disposition

## Supported Storage Platforms

**Dell EMC:** VMAX, DMX, VNX, CLARiiON, Celerra, Data Domain, Isilon, PowerVault MD, PowerVault TL, EqualLogic

**NetApp:** FAS Filers and V-Series Filers

**Hitachi:** VSP, USP-VM, USP-V, HUS-VM, HUS-110, HUS-130, HUS-150, and AMS

**IBM:** DS8xxx, XIV, Storwize (V7000, V5000, V3700), DS6xxx, DS5xxx, DS4xxx, DS3xxx, Shark, TS3500, TS3400, TS3310, TS3200, TS3100, 3494 Library, LTO Drives, 3592 Drives, 3590 Drives, and 3588 Drives

**HPE:** 3PAR, EVA arrays, MSL Libraries, LeftHand, MSA arrays, MDS arrays

**Oracle/SUN/STK:** StorEdge, STK 9310/9311/9330, SL500E, L700E, SL8500, 4480s, 9490s

**Brocade switches:** IBM, EMC, HP relabeled versions as well

**VCE:** Vblock 0/1/1U, 3xx/720