

To help you address your operational challenges, Hitachi Data Systems 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 Data Systems

Maximize Your IT investment With Extended Support

Extended Life-Cycle Support from Hitachi Data Systems 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 12 months of maintenance support for your end-of-service-life (EOSL) storage devices.

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 HDS online support portal for technical information and support documentation.



Always Working for You

At Hitachi, 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 HDS 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 Data Systems 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 Data Systems account representative how Extended Life-Cycle Support can help you maintain business continuity for your enterprise.

Terms and Conditions

Support Services from Hitachi Data Systems are subject to certain conditions. Review Hitachi Data Systems complete terms and conditions at www.HDS.com.

HDS at a Glance

Digital transformation improves enterprises' cost-efficiency, time to market, customer experience and revenue through better data management. Hitachi Data Systems uses data to power the digital enterprise.

Hitachi Data Systems

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