

EMC Storage Support



SHERLOCK SERVICES

Providing Support Experience and Dedication Since 1991 for Multi-Vendor Data Centers

Sherlock Services provides premier infrastructure services for Storage, Servers, Networking Systems and Printers. Our hardware support experience includes 3PAR, Hitachi, Nimble, Nexsan, HPE, Dell EMC, Compellent, NetApp, IBM, SUN and more. The Sherlock Services Mission is to support our customer's infrastructure so they can operate 24x7x365 without interruption to their business.

NEED DATA CENTER RELOCATION?

Sherlock Services can design an action plan to minimize downtime, control spending, reduce liability, and provide a smooth transition. We can move a single system or a whole computer room. Whether it's between buildings on the same campus or across the country we can get you where you need to be.

Worry Free Third Party Maintenance

Sherlock Services provides third party maintenance on these EMC Storage Systems:

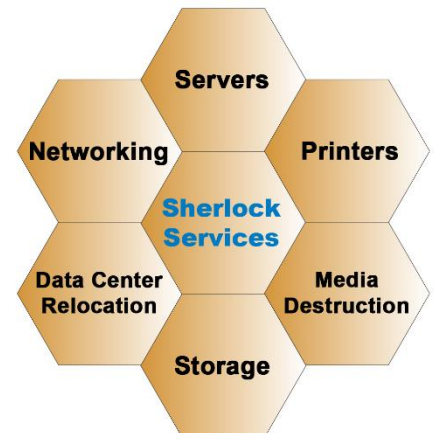
Legacy EMC	EMC Storage	EMC Nearline
<ul style="list-style-type: none"> ■ Model 10 ■ Model 20 ■ Model 30 ■ Clariion 5300 ■ Clariion 5700 ■ Clariion FC4700 ■ Clariion IP4700 	<ul style="list-style-type: none"> ■ Symmetrix ■ CX Series ■ AX Series ■ VNX Series ■ DMX ■ VMAX ■ Isilon ■ Celerra 	<ul style="list-style-type: none"> ■ Avamar ■ Data Domain ■ Virtual Tape Library

OUR SLAs

8am-5pm Next Day	8am-5pm Same Day	24 x 7 x 4hr
<ul style="list-style-type: none"> ■ Hardware break/fix* ■ Monday-Friday 8-5 remote phone & onsite support if needed <p>*(audit required)</p>	<ul style="list-style-type: none"> ■ Hardware break/fix* ■ Monday-Friday 8-5 remote phone & onsite support if needed <p>*(audit required)</p>	<ul style="list-style-type: none"> ■ Hardware break/fix* ■ Unlimited phone & onsite support if needed <p>*(audit required)</p>

PASS – PRO-ACTIVE SEAMLESS SUPPORT

Our full featured, automated solution for monitoring your storage array. Easy to install and configure, it works behind the scenes continuously looking for any changes that constitute an issue with your storage functions. Once triggered, it opens a service ticket sending error reports to our Level 3 Engineers who troubleshoot and resolve the issue before it becomes a problem or interruption to your business.



When it comes to supporting IT, we're at your Service.
866-827-6804 SherlockServices.com