

# Hitachi 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 Hitachi Storage Systems:

Hitachi Model	HP Model	SUN Model
DKC615i (USP VM)	XP20000	Storage Tek 9985V
DKC610i (USP-V)	XP24000	Storage Tek 9990V
DKC710i (VSP)	P9500	
DKC810i (VSP Gxx)	XP7	
<b>Hitachi Midrange Models</b>		
Thunder Series: 9570V 9580V 9585V		
AMS Series: AMS200 AMS500 AMS2100 AMS2300 AMS2500		
HUS Series: HUS110 HUS130 HUS150 HUS-VM		

### OUR SLAs

#### 8am-5pm Next Day

- Hardware break/fix\*
- Monday-Friday 8-5 remote phone & onsite support if needed
- \*(audit required)

#### 8am-5pm Same Day

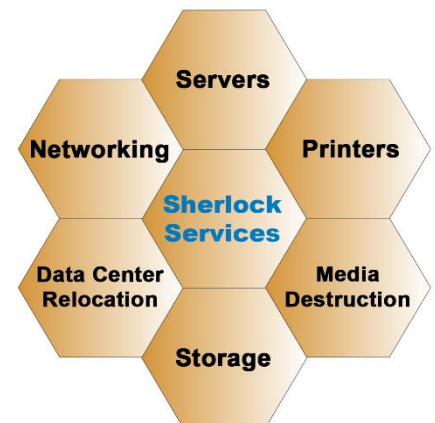
- Hardware break/fix\*
- Monday-Friday 8-5 remote phone & onsite support if needed
- \*(audit required)

#### 24 x 7 x 4hr

- Hardware break/fix\*
- Unlimited phone & onsite support if needed
- \*(audit required)

### 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 functionality. 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](http://SherlockServices.com)