

PROMISE Professional Services

The Best Foundation for PROMISE Storage Deployments



PROMISE Professional Service Offerings:

- Extended Warranty
- Promise Service Plus (PSP) Onsite Hardware Replacement
- Technical Training Program
- Professional Services Installation

Promise Extended Warranty

We are proud to offer the best technical support available in the industry. Promise extended warranty is an upgrade to our outstanding 2 or 3-Year Standard Limited Warranty.

The PROMISE Extended Warranty program offers you the same high quality of service and support as the Standard Limited Warranty but for an Extended Contract period. Our Technical Support Team is available 24 hours a day, 7 days a week, to help troubleshoot any issues that you may encounter.

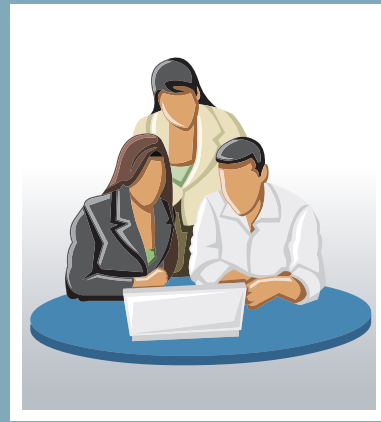
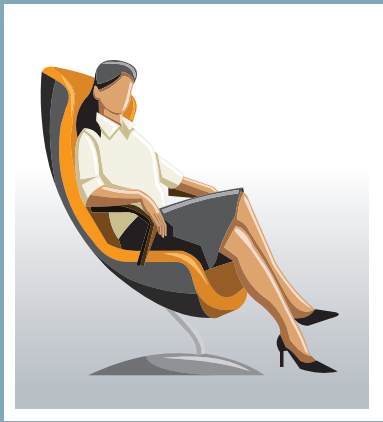
PSP Onsite

The PROMISE Service Plus Plan is an upgrade to PROMISE outstanding 2 or 3-Year limited replacement warranty, adding a rapid response onsite hardware parts replacement service. This service is available 24-hours a day, seven days a week for the entire warranty period. The PROMISE Service Plus plan is available for both fully configured systems sold through Apple authorized channels as well as Windows and Linux qualified systems sold through PROMISE authorized channels.

The PROMISE Service Plus plan features the rapid dispatch and installation of critical replacement components. PROMISE storage administrators can rest easy knowing they are backed by full 24-hour by seven-day onsite component replacement. In conjunction with PROMISE's 2 or 3-year standard Limited Warranty on the hardware and our 24x7 Technical Support help line, this Plan assures you the best available support to minimize downtime. Average response time can be as fast as four hours in most major metropolitan areas after failure verification.



WE TRAIN YOU



We can help you become the expert.

PROMISE Technical Training Program

The PROMISE Technology Certification Program is designed to provide a working knowledge of PROMISE subsystems with current and potential partners. Upon completion of Level 1 and Level 2 training students will be qualified to deploy PROMISE storage solutions in both direct-attached and in heterogeneous SAN environments.

It is well documented that experienced personnel with certified skills enhance an organizations ability to successfully deploy advanced data systems. With the rapid growth of unstructured data throughout the enterprise, storage is an area in which certified professionals can differentiate and grow business even during tough economic times.

The PROMISE Technology Certification Program provides the opportunity to earn a credential from a recognized leader in one of the fastest growing storage segments.

"Promise has enabled us to grow our company worry-free – to take on bigger resolution projects and not be limited by clients and editors"

Jason Scherbert
Founder and Executive Producer
Squadron.tv





WORRY-FREE

Professional Service Installation Advantages

- Quality service
- Experience & knowledge
- Optimal configurations
- Detailed documentation
- Competitive professional rates

PROMISE Storage Expertise

PROMISE Professional Services Installation Technicians bring forth their intimate product knowledge along with years of network and platform experience, ensuring the installed hardware will provide years of reliable performance.

Storage integration can be tricky — DAS, SAN, and IP SAN configurations all have a fit in today's storage environments.

Let PROMISE Professionals help you utilize the best technology for the job using one of our many cost-effective and industry-leading products.

Professional Services Installation

PROMISE has a wide array of products and solutions to meet today's enterprise data storage demands. To ensure the success of your PROMISE storage deployment we have a certified Professional Services Team available with the skills and experience to implement your solution and expedite your ROI (Return On Investment).

Technical experience you can rely on

Allow one of our knowledgeable professionals to survey your site, assess your infrastructure, and provide recommendations on PROMISE products that will deliver the service level requirements for your business. Within the consultation process we can also make recommendations on storage applications such as data backup and recovery, content archiving, data replication, or a combination of each to meet your needs.

Expertise to get the job done right

Our certified professionals understand what you are trying to do. They know the applications you are implementing and will install the PROMISE solution with an optimal configuration using storage industry best practices in your enterprise and rich media environments.

How to order

Please visit www.promise.com and go to our Support page for a list of ordering part numbers.



WE PROMISE

- to implement the right solution for your business
- to integrate our products to help your business succeed
- to impart the best practices for your PROMISE storage deployment

PROMISE Professional Services

INSTALLATION

Professional Services Overview	<p>Professional Services are offered at an economically competitive daily rate. Service calls are preceded by a consultation and optional site survey to make sure our equipment has the adequate environmental conditions to provide years of dependable service.</p> <p>The site survey is a critical first step to build the foundation of your PROMISE subsystem deployment. Advanced discovery of all potential elements such as power and cooling helps everything go smoothly on the day of service.</p> <p>The PROMISE team are experienced storage experts in the supported operating environments and applications in which PROMISE storage is deployed. Our team is the perfect extension for any IT organization rolling out servers or a SAN.</p>
STEP ONE: Consultation Phase	PROMISE consultation phase consists of a project scope discussion with and an optional one (1) day site survey, after which a SOW (Statement of Work) can be defined. There is an optional 2nd day onsite to complete any carry over or additional items not discussed during the initial meeting.
STEP TWO: Statement of Work	A Statement of Work (SOW) will be drafted during the consultation phase. This document will provide an outline of the tasks involved to implement the selected PROMISE subsystem solution. PROMISE and the customer must agree on the tasks listed on the SOW prior to moving forward to the Implementation phase.
STEP THREE: Implementation Phase	With the signed SOW contract, a minimum of one (1) day of service is purchased. This service is delivered by the designated PROMISE Professional Service team. At the conclusion of this Service, PROMISE will conduct a brief product orientation session and provide a configuration guide documenting the implementation, registration, and product warranty.

SUPPORT PROGRAM OFFERINGS

PROMISE ServicePlus Onsite Parts Replacement Service	<p>The PROMISE ServicePlus Plan is an upgrade to PROMISE subsystem's outstanding 3-Year limited advance replacement warranty, adding a rapid response onsite hardware parts replacement service. This service is available 24-hours a day, seven days a week for the entire warranty period.</p> <p>The PROMISE ServicePlus plan features the rapid dispatch and installation of critical replacement components. PROMISE subsystem storage administrators can rest easy knowing they are backed by full 24-hour by seven-day onsite component replacement. In conjunction with PROMISE's 3-year standard Limited Warranty on the hardware and our 24x7 Technical Support help line, this Plan assures you the best available support to minimize downtime. Average response time can be as fast as four hours in most major metropolitan areas after failure verification.</p>
Warranty Upgrade Extensions	The PROMISE Extended Warranty & Support Service extension programs offers you the same high quality of service and support as the Standard Limited Warranty, but for an Extended Contract period. These extensions can offer additional 24x7 Phone and Web Support on products that normally do not have it in the standard support warranty. Additional 1 year or 2 year PROMISE ServicePlus extensions are also available.
Level 1 Training	Level 1 Training is a free self guided online video program to introduce PROMISE subsystem products to PROMISE partners.
Level 2 Training	<p>Level 2 Training offers 2 to 3-day classroom training on our PROMISE subsystem enterprise storage hardware. Courses are tailored for system administrators and the specific application environments being served. From VTrakFS and other distributed SAN file systems to advanced AV applications, our veteran storage experts will equip students with the knowledge to install and manage PROMISE VTrak storage in the field.</p> <p>Course emphasis is defined in a scheduled phone consultation with the customer as part of the preparation for delivery. The courses can be delivered at PROMISE headquarters or can be onsite, depending on customer preference. Travel and expenses are not included in the price.</p>

**The above services are available for the following: VTrak Series, Vess Series, and Pegasus Series*