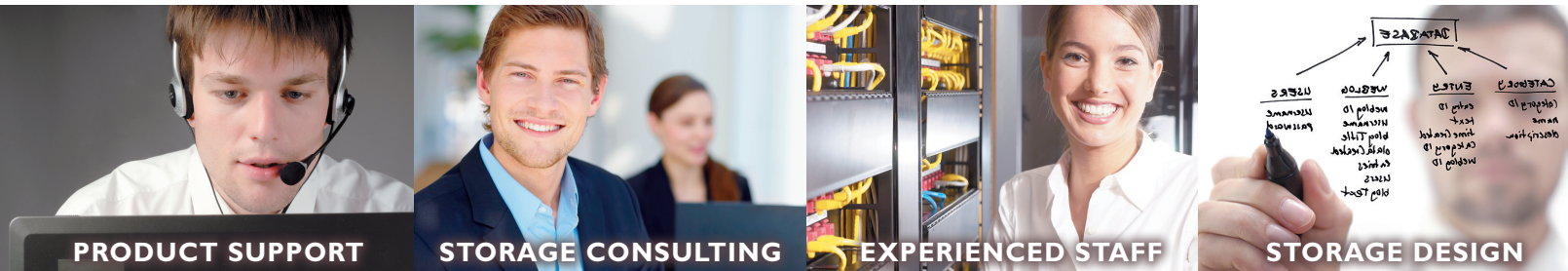


EAGLE WATCH™

SERVICES FOR TIER ONE STORAGE PRODUCTS

At EAGLE, we understand your storage challenges and have been providing real-world solutions for them since 1981. EAGLE is proud to offer EAGLE Watch™ Services, a program which offers product support options to meet the varying business needs of our customers. EAGLE offers the following support levels for tier one storage products that we have identified as EAGLE Watch™ Qualified Products*.



PRODUCT SUPPORT

STORAGE CONSULTING

EXPERIENCED STAFF

STORAGE DESIGN

EAGLE Watch™ Service Levels:

OPTION 1:

EAGLE WATCH™ 24X7 PHONE SUPPORT AND AUTOMATED EMAIL NOTIFICATION

EAGLE offers 24X7 phone support for all EAGLE Watch Qualified products. Also included with this option, is our Automated Email Notification service which allows critical warning and error messages from EAGLE Watch™ Qualified Products to be automatically forwarded to the EAGLE help desk for review.

The appropriate action will be taken to insure minimal down time. This service is free for the first year on EAGLE Watch™ Qualified Products purchased and installed through EAGLE.

This support option can be renewed annually with your support contract. Contact your EAGLE Sales Executive for information on subsequent year pricing.

OPTION 2:

EAGLE WATCH™ REMOTE ADMINISTRATION

With Remote Administration, a dedicated EAGLE engineer has remote access to the storage environment, and is responsible for daily tasks associated with successful administration of EAGLE Watch™ Qualified Products. This includes monitoring logs, sourcing and correcting errors, and contacting the appropriate onsite operator to address onsite errors that cannot be corrected via remote login. Contact your EAGLE Sales Executive for pricing.

OPTION 3:

EAGLE WATCH™ ONSITE ADMINISTRATION

This service provides an onsite engineer to manage and administer EAGLE Watch™ Qualified Products in your storage environment. This service can be used to augment your staff during the learning curve of a new solution, or as a temporary service when in house resources are not available. This service provides all of the benefits of EAGLE Watch™ Remote Administration while providing a dedicated onsite engineer, usually available within 24 hours, to assist with needs in the datacenter. Contact your EAGLE Sales Executive for pricing.

For more information on our EAGLE Watch™ Services, contact your EAGLE Sales Executive today at 800-477-5432 or sales@storagebyeagle.com

Note: EAGLE Watch support levels are subject to change, and do not represent or void any type of manufacturer warranty.

*Contact us for more information on vendor-qualifying EAGLE Watch™ products.



People making storage easy.

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