

# MAXIMIZE UPTIME WITH RELIABLE OEM SUPPORT.

## CDW Technology Support for NetApp

CDW Technology Support provides enhanced customer warranty support and incident management for covered devices. When something goes wrong with your NetApp infrastructure, you need help from technical experts who can immediately evaluate the issue, respond quickly and minimize or eliminate any disruption to your operations. You need support from an expert to achieve consistent, up-to-date maintenance of your hardware to ensure maximum reliability, availability and performance.

CDW Technology Support for NetApp can help you achieve:



**Operational  
Efficiencies**



**Reduced  
Cost**



**Increased  
Performance**

### One Point of Contact

CDW is your single point of contact for troubleshooting and resolving any issues impacting your environment. CDW Technology Support goes above and beyond direct vendor support. We focus on understanding your organizational needs to ensure you receive comprehensive and consistent support for your hardware and software assets. If escalation to the OEM is required, CDW will do that on your behalf.

### NetApp Technologies Supported:

- AFF All-Flash Arrays
- E-Series Hybrid Flash Arrays
- E-Series All-Flash Arrays
- FAS Unified Storage
- ONTAP Data Management Software
- ONTAP Select
- Storage Grid

### CDW Technology Support for NetApp at a Glance

With CDW Technology Support, you get the added value of personalized attention, including:

- Access to 24x7x365 technical support provided by our certified engineers
- Intelligent first-response troubleshooting, beginning with the first call
- Continued compliance with NetApp for support requirements
- Direct access to device RMA without escalation to NetApp
- Live review of Active IQ®
- Automatic ticketing for AutoSupport® and drive replacement incidents
- Competitive pricing compared to traditional product maintenance
- Simplified, end-to-end ownership of all incidents and service requests
- CDW will escalate to NetApp upon your behalf when necessary
- One contract for all supported devices

## CDW + NETAPP

NetApp is a cloud-led, data-centric software company that can help build your unique data fabric, simplify and connect your cloud and securely deliver the right data — anytime, anywhere. To streamline data management, you need NetApp and IT Orchestration by CDW®.

### CDW NetApp Certifications:

- NetApp Accredited Hardware Support
- NetApp Accredited Installation
- NetApp Accredited Server Virtualization
- NetApp Accredited Software Support
- NetApp Accredited SolidFire Installation and Deployment
- NetApp Accredited Storage Architect
- NetApp Accredited StorageGRID Implementation
- NetApp Accredited System Engineer
- NetApp Certified Data Administrator
- NetApp Certified Implementation Engineer — SAN Specialist
- NetApp Certified Storage Installation Engineer
- NetApp Certified Support Engineer
- NetApp Certified Technology Associate
- NetApp Cisco and NetApp FlexPod Design Specialist