



ISO 9001:2008 &  
ISO13485:2003 Certified

**Comprehensive Professional Services**

## Storage, Server & Network Solutions Expertise

Rorke Data offers up to 24x7 phone and NBD on-site support on all Galaxy products. We also offer support for many server and storage solutions and provide optional services when needed.

### Technical Pre-sales Consulting

With Rorke Data's Technical Pre-sales Consulting our certified, experienced Solutions Architects work closely with our customers to help define solutions based on required functionality, cost, form factor, and performance. The critical phases of solutions are defined, documented and assigned a unique global project ID#. Accurate cost assessments, procurement and logistics parameters, version control measures and customer acceptance criteria are derived and agreed upon with an open and collaborative effort between all parties.

### Global Installation Services

Rorke Data provides a uniquely wide range of pre-site technical analysis, on-site installation services, and de-installation services. We combine customer application and workflow knowledge with broad industry certifications for name brand server and storage platforms, operating systems, and network topology. The installation team focuses on preparation and readiness to ensure facilities are compatible and have adequate power, network cables in place and a space.

### After Hours Installation Phone Support

By purchasing and scheduling After Hours Installation Phone Support, VARs benefit from the following:

- » Better resource availability/scheduling
- » Faster response time
- » Knowledgeable on-call engineers
- » By scheduling phone support ahead of time on installation, you drastically reduce the labor costs and ensure we have the correct skill set available for your install questions.

### Data Migration

If you have chosen a new software application or your legacy storage products are approaching the end of their service life, safely moving customer data becomes critical. Rorke Data offers two specific services that address these needs: Data Migration Services (DMS): software application to software application, and Data Conversion Services (DCS): legacy storage to new storage.

- » Fully automated process
- » On-site installation
- » Intermediate storage available
- » Secure internet connection
- » Regular project reports
- » No downtime
- » Hyper Migration available

### Remote Monitoring

Rorke Data's Remote Monitoring Service (RMS) supports any system, any service and any client. It is a network monitoring service that optimizes uptime, lowers operating cost by reducing internal IT resources, and allows you to boost your service offerings with minimal time and training.

- » Monitors interface traffic
- » Monitors SNMP enabled devices
- » Monitors device Syslogs
- » Alarm console, performance, SLA reporting

### Data Recovery Services

With the large volume of data now being stored, the potential for data loss is greater than ever. If data loss should happen to your customers, we are here to help. Rorke Data, in partnership with Ontrack Data Recovery, offers data recovery services for virtually any type of device that stores data files.

- » Consultation & evaluation
- » List of recoverable files
- » Real-time communication
- » 24x7 online job status tracking
- » Successful recoveries
- » Deliver recovered data on media of choice

**Ontrack® Data Recovery**  
Partner Program

## Global Post-sales Service & Maintenance Programs

### Silver 9x5 On-site

The Silver 9x5Next Business Day On-site support program offers on-site maintenance during standard business hours. Rorke Data has developed this comprehensive support offering to fit the needs of customers who require on-site coverage on system components, yet don't require the ability to schedule multi-shift on-site technical resources as is available with Gold 24x7 on-site.

### Gold 24x7 On-site

Gold On-site support is designed for the customer who runs a 24 hour facility and may want round the clock phone support. This service includes next business day parts with onsite engineers available 24 hours to ensure that we can work with your SLA uptime requirements. The minimum cost of Gold support will easily translate into maximum value.

### Advanced Parts Exchange

The Advanced Parts Exchange support program has been developed to fit the needs of customers who require coverage on system components, yet don't require Silver 9x5Next Business Day On-site, or Gold 24x7 NBD On-site. Advanced Parts Exchange Service is available to purchase for one or multiple years.

### 24x7 Phone Support Upgrade

Designed for clients who want access to support resources via phone 24 hours a day, 365 days a year. This support option does not include hardware installation.

## Support Program Comparison

Service Level Agreement	Gold	Silver	Advanced Parts Exchange
Technical Phone Support	X	X	X
Phone Response (Maximum)	2 Hours	8 Hours	8 Hours
Hours Available	7 day/week, 24 hours/day, 365 days/year	Monday-Friday, 8am-5pm (CST), Excludes Observed Holidays	Monday-Friday, 8am-5pm (CST), Excludes Observed Holidays
E-mail Q&A (techsupport@rorke.com)	X	X	X
On-site Parts/Technician NBD	X	X	
On-Site Technician	X	X	
Technical Service Bulletins	X	Web Only	Web Only
Advanced Parts Shipment	X	X	X
Offsite 24x7 Parts Warehouse	X		
Problem Escalation	X	X	X
Assigned TSE (Technical Support Engineer)	X		
Remote Configuration	X		
Failure Analysis During Warranty Period On Request	X	X	X
Customer Satisfaction Survey	X	X	X
Customer Service Case Web Access	X	X	X

### Contact Technical Support

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