

When Downtime is Not an Option: Assisted Self Maintenance Support

Can your business afford to be down for 4 hours? No matter how reliable your IT infrastructure is, it is possible that you might be impacted by a hardware failure. Especially when response times are critical, recovery can be a drawn out experience working through the normal service cycle and the business impact of downtime can have serious consequences. To meet the needs of your demanding environment, your business requires a service solution that can ensure minimal downtime.

Assisted Self Maintenance (ASM) support is the solution you need when downtime is not an option. ASM support is an industry-first support supplement that minimizes unexpected downtime and dramatically reduces response times from hours to minutes by providing a select group of spare parts on-site for immediate replacement. Paired with one of our traditional support offerings, ASM support allows you to complete replacement in real-time with the remote guidance of support personnel and promptly restore operations with the full assurance that on-site support is available. With ASM support your business can go into the weekend with backups running smoothly and worry-free.

With ASM:

Decrease time to repair
by as much as 95%

Ideal for maximum
security locations

Increase control of
storage infrastructure

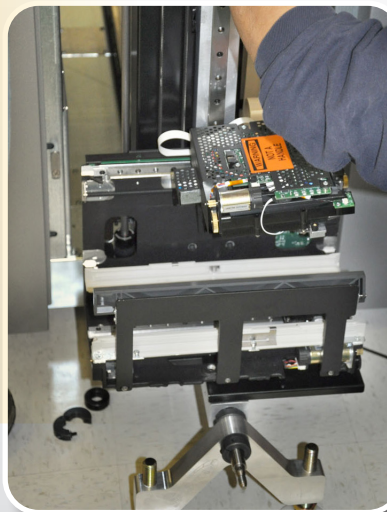
Optimize system
availability with
instant response



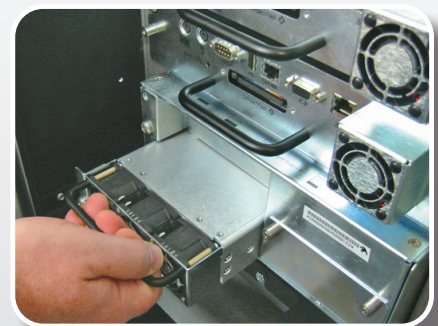
Tape Drive Replacement



LCM Replacement
(Library Control Module)



Robotics Replacement



Power Supply Replacement

Assisted Self Maintenance Support

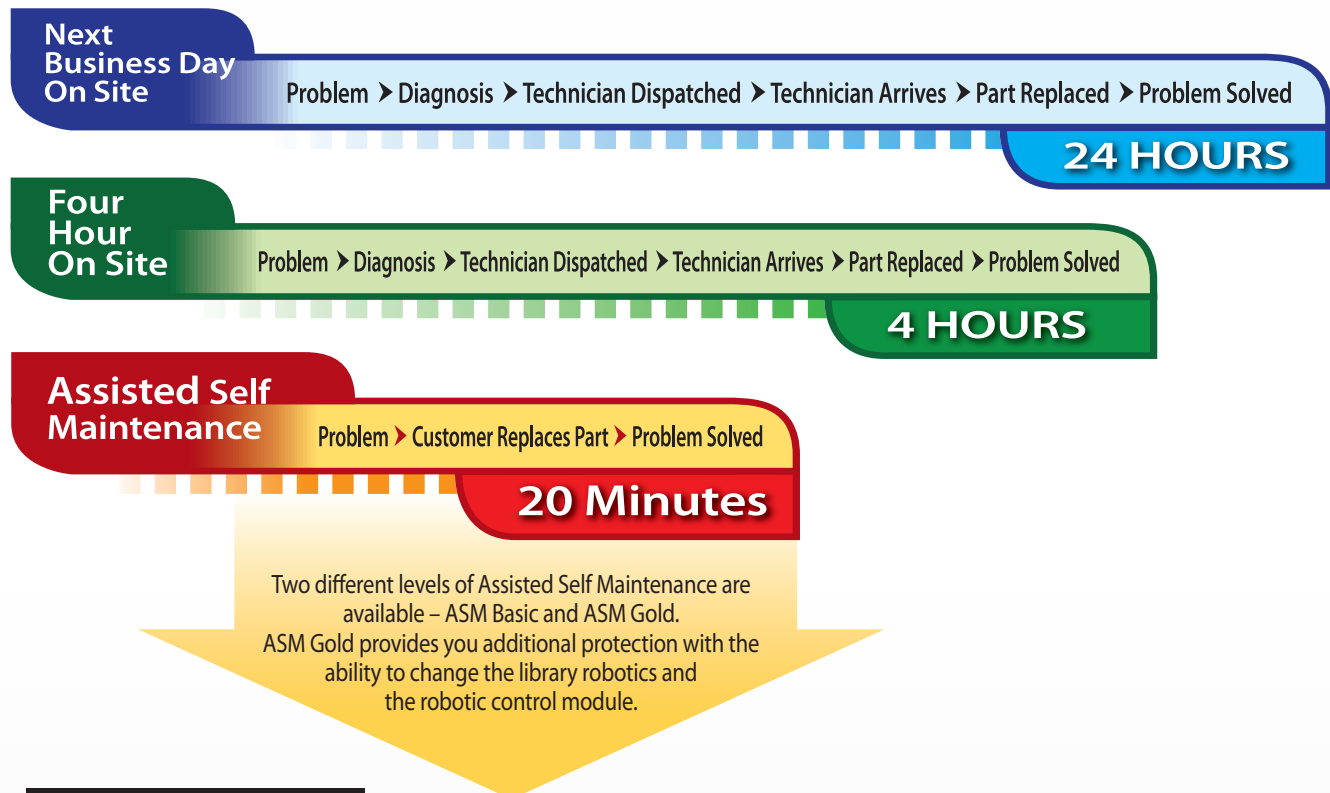
ASM support complements our Next Business Day or Four Hour On-Site support offerings to provide you with the phone and on-site requirements you need.

SpectraGuard® Next Business Day On-Site

For organizations not in need of immediate on-site assistance, and requiring a cost-effective solution, Next Business Day allows customers to receive remote support during regular business hours and provides on-site secondary parts replacement the following business day.

SpectraGuard Four Hour On-Site

High-availability IT environments requiring uptime 24 hours a day, 7 days a week, 365 days a year will find Four Hour On-Site is the ideal support choice. SpectraGuard provides phone support and on-site service around the clock. Once a part replacement is deemed necessary a representative will arrive with part in hand within 4 hours ensuring quick and efficient resolution.



Stocked parts for libraries with ASM

Product	Drive ¹	Robotics	Power Supply	LCM/RCM ²
Spectra Stack - Basic		☑	☑	☑
T200/T380/T680/ T950/TFinity® - Basic	☑		☑	
T200/T380/T680/ T950/TFinity - Gold	☑	☑	☑	☑

1. Drives are stocked per type in the library. Drives are stocked at a quantity of 1 per 24 (minimum 1) for each drive type.
2. Library Control Module/Robotics Control Module or LS