BlackPearl Platform Support Offerings

SpectraGuard
Worldwide Support

Technical Account Management
When in conjunction with Tape Library

Dedicated account manager

Spectra onsite support on SEV1 incidents

Recurring status meetings and reporting

Incident root-cause analysis

Hands-on unit training

SpectraGuard Four Hour On Site

24x7
Phone/Web Support

Onsite response target:
Within 4 hours

SpectraGuard Next Business Day On Site

9x5 or 24x7
Phone/Web Support

Onsite response target:
Next Business Day 9x5

Standard features: Access to Software and Firmware Upgrades, Web Portal Access, Remote Troubleshooting.

Important Note: All support levels may not be available in every region. Product must be within a 50-mile radius of a Spectra-approved service depot for any onsite support level agreement. Contact Spectra to determine which support options are available in your area.

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