

Scality Dedicated Care Service

Scality Dedicated Care Service (DCS) is the crown jewel in Scality's customer services suite, ensuring always-on availability for petabyte-scale cloud storage. A key component is Scality Cloud Monitor for remote monitoring of storage environments, predictive analytics, capacity planning, and intuitive dashboard reporting.

SCALITY 24X7 SUPPORT AND SERVICES Scality Support & Services ensures that customers have the tools and support resources they need, including training, custom work and proofs of concept for successful Scality RING implementations. Scality offers three service levels to keep customer environments functioning at peak efficiency.

Standard Support assists users with product evaluations, rollout and installation, as well as training and certification, and includes standard monitoring with Scality Cloud Monitor.

Building on top of Standard Support, Scality offers two levels of Dedicated Care Service (DCS) which add priority escalation, an advanced version of the Scality Cloud Monitor and additional benefits such as dedicated support personnel, on-call consultation, and professional services hours based on the DCS package selected.

SCALITY CLOUD MONITOR Scality Cloud Monitor brings wide-open access to transformative system diagnostic metrics and expanded support services. Scality Cloud Monitor remotely monitors realtime customer environments and generates predictive analytics to ensure that storage systems are optimized.

Comprehensive dashboards with hundreds of useful diagnostic metrics provide intuitive, user-friendly visualizations of events, giving businesses fault and incident detection, configuration assistance and system health checks; notifying users of system anomalies via configurable alarms. Scality Cloud Monitor helps optimize performance, plan for capacity growth, view trends, and eliminate aberrations in your storage environments with ease.

Paired together, Scality DCS-X and Scality Cloud Monitor offer 100 percent uptime guarantee, making downtime a thing of the past, and helping businesses get the most from their Scality RING environment.

DEDICATED CARE SERVICE Scality DCS is a premium support package created to reinforce best-in-class customer service through standardized business and system operations reviews, unconstrained telephone access to dedicated Scality Solution Engineer, up to 20 days of professional services, systematic audits of Scality RING environments and priority escalations.

DCS comes in two packages: Dedicated Care Service – Fundamental (DCS-F) and Dedicated Care Service – Extended (DCS-X), which are compared in the following table.

Highlights

Scality Technical Support

- 24/7 support
- Standard version of Scality Cloud Monitor
- Access to newest software versions
- Remote services

Scality DCS-F Highlights

- Systematic audits of Scality RING environments
- Priority escalations
- Advanced version of Scality Cloud Monitor
- Designated Customer Solution Engineer
- 5 days of professional services each year
- Monthly review of platform health

Scality DCS-X Highlights

- All DCS-F benefits
- Complete system reviews, quarterly, including configuration audit and capacity planning
- And additional 15 days of professional services (for a total of 20)
- Quarterly Reports
- SLAs for durability and availability

Scality Cloud Monitor Highlights

- 24/7 remote monitoring
- Predictive analytics
- Capacity planning
- Customizable dashboards
- Proactive alarms



Scality Cloud Monitor

Dedicated Care Service Data Sheet

SUPPORT LEVEL

SERVICE	DESCRIPTION	STANDARD	DCS-F	DCS-X
Service Levels	24 x 7 availability of Scality's Global Support Team via phone for Priority 1 issues. Scality's Service Ticket System or instant messaging during normal business hours for Priority 2 and 3 issues.	✓	✓	✓
Response Time	Priority 1 issues response within fifteen (15) minutes; priority 2 issues within four (4) hours; and priority 3 issues within three (3) business days.	✓	✓	✓
Escalation	A level 1 Global Support technician staffing the Global Support Help desk will take charge of issue.	✓	✓	✓
Scality Cloud Monitor	Comprehensive monitoring (the RING and all of its components) through KPIs based on contextual behaviors to enhance root-cause analysis of issues.	Standard	Advanced	Advanced
Professional Services	Professional Services days per year.		5 days/yr	20 days/yr
Additional Assistance	Assistance in diagnosing any problem encountered in the course of using or managing Scality RING; isolation and analysis with remediation proposal.		✓	✓
Consulting	Upon request, Scality will advise the customer on storage and/or redundancy policies, and advise on recommended changes.		✓	✓
Monthly Calls	Monthly Review Calls on platform health and support cases.		✓	✓
Quarterly Presentations	On-site review meetings covering: support tickets, configuration and performance audit, capacity assessment to help predict future needs, and a suggested roadmap to best meet those needs.			✓
Yearly Workshops	On-site, 1-day workshop with Customer Solution Engineer to review customer objectives and refine the configuration of covered software.			✓
Remote Assistance	Remote assistance from Scality during installation of software upgrades.		✓	✓
Business Escalation	Customer-triggered business-level escalation if an issue requires executive management attention.		✓	✓
Availability Service Level Agreement ¹	Assurance that Scality RING remains available (all mission critical functionality operational) 100% of the time in any given year.			✓
Durability Service Level Agreement ¹	Assurance that Scality RING meets pre-defined durability levels: 11 nines (99.99999999%) for single-site, and 14 nines (99.999999999%) for multi-geo deployments.			✓
Response Time Service Level Agreement	Assurance that Scality will acknowledge a request for a Priority 1 or Priority 2 issue within the target response time.			✓

¹ Minimum of 6 storage servers required.

About Scality Since 2009, Scality has been enabling people to derive maximum value from data by solving their cloud-scale data storage and management challenges with our award-winning RING and Zenko technologies. More than 500 million users rely on Scality RING and Zenko™ to store and manage hundreds of petabytes of data—more than one trillion data objects.

A recognized leader in distributed file and object storage by both Gartner® and IDC®, Scality offers solutions for today's reality of hybrid and multi-cloud data management. RING turns commodity x86 servers into an unlimited storage pool for unstructured data, whether file or object; and the Zenko multi-cloud controller, available in open source and enterprise editions, provides a window into data, no matter where it lives, with orchestration, management and search functionality.