

DC SERVICES

Curious how DC stacks-up against Tier-1 Suppliers?

Service	T-1 Support	DC Services
Proactive Monitoring	Proactive automated detection and alerts on critical issues	Preventative DC Remotely Managed Monitoring, including health reports of all connected systems and alerts and consultation from a Senior Technical Support Specialist
24X7 Support	24X7 direct access to engineers	24X7 customer support with a customer specific Technical Support Specialist
Availability	Same day or next business day on-site repair after remote diagnosis	Same day or next business day on-site repair after remote diagnosis
3rd Party Software	Incident-based third-party software assistance	Software image integration, OS and application vulnerability testing
Global Support	Global Technical Support	24X7 Global Technical Support
On-Site Response	On-site Response: After deemed necessary	On-Site support by authorized technician after Remote Diagnostic session
Replacement Part Delivery	Replacement Parts Delivery	Coordinated replacement component delivery when required
Replacement Parts	Proactive Solid State Drive Replacement	Proactive replacement of any component in the warranty period
Software Updates	Installation of new Software Releases	When supplied by customer, remote re-imaging is available
Remote Monitoring	24X7 Remote monitoring and repair (certain products)	DC Remote Monitoring and proactive alerts and consultation regarding pending component issues
Online Support	24X7 access to support tools	24X7 access to live Technical Support Specialists and repair progress
Support Team Access	Technology Service Manager, during normal business hours	Technical Support Specialist specifically assigned to customers 24X7 with multiple points of support