

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 two 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.

Building on top of Standard Support, Scality Dedicated Care Service (DCS) delivers professional cloud monitoring via Scality Cloud Monitor as well as additional benefits such as dedicated support personnel, on-call consultation, and professional services hours based on the DCS package selected.

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.

Scality Cloud Monitor As the centerpiece of the DCS program, Scality Cloud Monitor brings wide-open access to transformative system diagnostic metrics and expanded support services. Scality Cloud Monitor remotely monitors real-time 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.

Highlights

Scality DCS-F Highlights

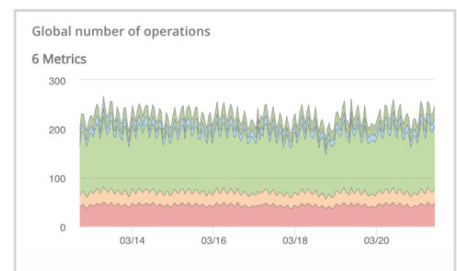
- Systematic audits of Scality RING environments
- Priority escalations
- Scality Cloud Monitor
- Designated Customer Solution Engineer

Scality DCS-X Highlights

- All DCS-F benefits
- Standard system operations reviews (quarterly)
- Annual Workshop
- 11 nines of durability for single site; 14 nines of durability for for multi-geo deployments
- 100% uptime guarantee

Scality Cloud Monitor Highlights

- 24/7 remote monitoring
- Predictive analytics
- Capacity planning
- Customizable dashboards
- Proactive alarms
- DCS and standard support options



Scality Cloud Monitor

DCS Support Features

SERVICE	DESCRIPTION	STANDARD SUPPORT	DCS-F SUPPORT	DCS-X SUPPORT
Service Levels	24X7 phone support for Priority 1 issues. Scality 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 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 of cloud monitor main KPIs		✓	
Quarterly Presentations	On-site review meetings covering: support tickets, configuration and performance, 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.			✓
Remote Assistance	Remote assistance from Scality during installation of software upgrades.		✓	✓
Escalation	Customer-triggered business-level escalation if an issue requires executive management attention.		✓	✓
Response Time Service Level Agreement	Assurance that Scality responds to Priority 1 issues with fifteen (15) minutes; Priority 2 issues within four (4) hours; and Priority 3 issues within three (3) business days.			✓
Availability Service Level Agreement	Assurance that Scality RING remains available (all mission critical functionality operational) 100% of the time in any given year.			✓
Durability Service Level Agreement	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.			✓

About Scality Scality builds the most powerful storage tools to make data easy to protect, search and manage anytime, on any cloud. We give customers the autonomy and agility necessary to be competitive in a data-driven economy. Recognized as a leader in distributed file and object storage by Gartner and IDC, we help you to be ready for the challenges of the fourth industrial revolution.

Let us show you how.

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