Supermicro Strategic Solution & Global Services

As a leading Data Center Solutions provider, Supermicro is the premier choice for your professional service needs, offering global coverage and highly efficient, on-time responsiveness to meet your hardware maintenance challenges.

Supermicro's focus is to ensure that you protect your hardware investment by maintaining maximum uptime. In addition, Supermicro promises each customer professional levels of responsiveness, accountability, collaboration, and quality.

Supermicro Global Services and Support provides flexible and customizable Service Level Agreements for logistics, remote service desk, and onsite support to cover the Supermicro hardware solutions.

Supermicro Global Services Advantage

- As our customer, you have access to the service desk and/or service portal
- 24x7 (x365) Call center for entitlement checking with routing to service desk, single point of contact. If needed, routing can send a call to 3rd party partners
- Selectable SLA to meet your business requirements
- Supermicro keeps stock available in a depot in the country to help meet your SLA
- Supermicro handles reserved parts and arranges two-way shipping
- Supermicro logistics team – takes care of send and receive, packaging, import/export, value added tax to provide the required parts on time for our end customers
- Field Engineer (with the exception of Bronze Level)
- Web portal for submitting, tracking cases, routing, and metrics for SLA
- Technical Account Manager (TAM) manages the account, deals with escalation, and includes optional reporting
- Onsite installation services
- Special services to meet your GDPR requirements, for example, Digital Media Retention Service

Supermicro Service-Level Options:

	Bronze ---------- Basic (SMSADx)	Silver ---------- Next Day (OSNBDx)	Gold ---------- Same Day (OS4HRx)	Platinum ---------- (OSPLTx)
Service Desk	✓	✓	✓	✓
Two Way Shipping	✓	✓	✓	✓
Service Portal	✓	✓	✓	✓
Reserved Spare Parts	✓	✓	✓	✓
Onsite Technical Personnel	✗	✓	✓	✓
Technical Account Manager	✗	✓	✓	✓
Response SLA	3 Business Days	Next Business Days	4 Hours	Customizable
Operational Report	✗	✓	✓	✓
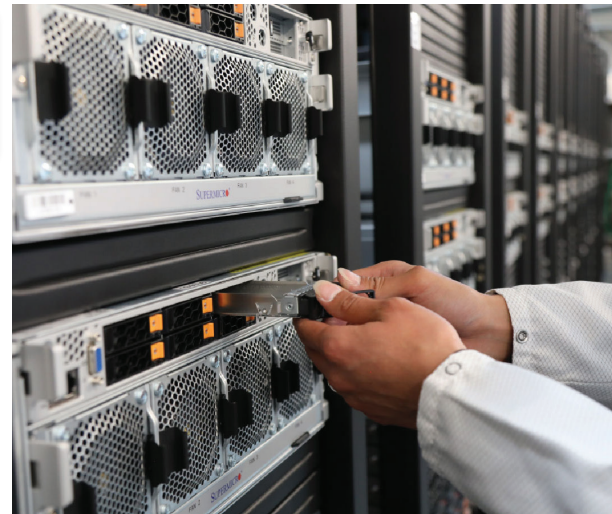
24x7 Telephone: Toll Free +1-866-599-3226
VIP web portal: onsite.supermicro.com
Dedicated email: onsiteservice@supermicro.com

Note: The SLA response time begins when the issue is determined to be a hardware issue, and the defective part is identified. Our certified service desk will respond within the hour and help identify the problems once a ticket is logged. The more information that is shared with Supermicro, the faster our experts can work towards identifying the issue.

Onsite Integration Service

Supermicro can help implement the solutions by defining the installation, upgrade, or migration requirements. In addition, Supermicro can help with the planning, identify service requirements, create, and execute the project plan, conduct verification testing, training, and provide technical documentation.

Digital Media Retention or Parts Retention Program

As a business, you need to (and want to) stay in control of your company data. Supermicro offers a DMR service for disks or PRP, what better service than DMR for disks or PRP for other components is there to have?

This will provide the option to keep your failed disks with no risk. It is a real must in today's business.

Supermicro University - Training

Supermicro offers different levels of certifications for each solution training via our Supermicro University. This certification can help you promote the products, manage, and control your systems with detailed knowledge.

Upgrades / Renewals

Customers will be notified in advance regarding their service agreement expiration. Customers can elect to upgrade or renew their agreements to sustain business continuity.

Managed Services

At Supermicro, we understand that services must meet your business needs, so if one of our best services doesn't cover your business needs, we can tailor our services to your business needs together.

Frequently Asked Questions

1. Who is eligible?

To qualify for service, your purchase must consist of a complete Supermicro server with CPU, memory, and hard drives all provided by Supermicro and integrated at Supermicro.

2. How do I determine what service level is best for my operation?

Generally, our service levels are based on your own service-level agreement. You will need to consider your own needs and what, in your judgment, is the best balance between those needs and your budget. Our GOLD-level package, for example, is one of the best geared services toward those with mission-critical applications who cannot afford downtime. Our Bronze-level package, in contrast, may be suited to cloud service providers whose software will already provide high availability even during downtimes.

3. How much will the service cost?

Our service price depends on several factors:

1) Type and number of systems covered

2) Duration

3) Service level

4) Additional add-on features: Please contact your Supermicro sales representative with this information for an up-to-date quote.

4. I have already made a complete system purchase. How can I integrate a new service plan into it?

To add a service plan, contact your Supermicro sales representative or Supermicro Global Services directly via the contact information found in this document.

5. Can I buy a service package with a duration of longer than three years?

Yes, it does depend on the life cycles of the particular systems in question. Generally, our products currently allow for longer life cycles, but you will need to check with your Supermicro sales representative for the terms of your specific case.

Go to https://www.supermicro.com/en/support/global-services or scan the QR code to visit the Supermicro Services and Support web page:

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