



QLogic EliteSM Service

As the only manufacturer of end-to-end Storage, Converged and HPC networking infrastructure products, QLogic Global Services is amongst the most knowledgeable in the industry. To satisfy the demands of select customers with large infrastructures, QLogic offers Elite Service, tapping the deep knowledge and expertise of QLogic to offer a new level of proactive partnership in operations and planning.

Overview

QLogic Elite Service is designed to assist select customers with demanding Storage, Converged and HPC infrastructures. As a complimentary offering to services from other vendors, it offers:

- In-depth support and planning services for QLogic products
- Dedicated personnel with designated backups to provide expert analysis, advice and prompt issue resolution in conjunction with you and your other vendor partners
- Proactive, positive approach to all interactions
- Periodic site reviews
- One-step direct Engineering access for each QLogic product family
- Intimate understanding of your QLogic architecture to help guide your needs

Note: Standard processes should be used to log product issues and initiate escalations to ensure proper handling and follow-up.

Elite Engineers

Dedicated Elite Engineers are seasoned professionals who understand multi-vendor environments through years of hands-on experience. They work tirelessly to ensure rapid response to your questions and issues. Typical activities include:

- Reviewing existing and planned changes to your architecture
- Proactively assisting with design and maintenance
- Assisting with the configuration of QLogic products into your environment
- Leading resolution of any technical issues with the infrastructure
- Directly consulting with QLogic developers on issues involving your site
- Providing training and transfer of information on QLogic products



Elite Account Manager

As an Elite Service customer, QLogic will operate as a trusted partner in your environment, demonstrating reliability, efficiency and sensitivity to your needs. Your dedicated Elite Account Manager ensures that your investment in QLogic meets your needs and expectations through the following activities:

- Periodic operations and planning reviews
- Managing dedicated and ad-hoc support resources
- Coordinating communications for regular meetings and escalations
- Product feature discussions focused on newly released technology and how it impacts your environment
- Providing reports on account activity and QLogic responsiveness

Standard QLogic Service Offerings

In addition to Elite Service, QLogic Global Services offers support maintenance service on select products. For more information on support services visit www.qlogic.com/services.

Note: These service offerings are not included in Elite Services and must be purchased separately.