INTRO 45DRIVES SUPPORT PLANS

45Drives annual support plans offers your organization three tiers of service developed to serve you best for all your storage needs. If you do not require the full protection and bulk discounts afforded by the Pinnacle tier, any aspect of a 45Drives support plan can be added to other support tiers to meet your workflow. Alternatively, we offer pay-as-you-go options to companies with minimal support requirements. Talk to a 45Drives account manager about which plan will best suit your organization.

	Core	Fortified	Pinnacle
Storage Application Support	✓	✓	✓
Architect Consultation	+	✓	✓
Proactive Updates and Patching	+	✓	✓
Storage Infrastructure Expansions	+	✓	✓
Storage Solution Audit & Recommendation Report	+	+	✓
After Hour – Scheduled Maintenance Windows	+	+	✓
Emergency Access – 24 / 7	+	+	✓
SnapShield - Ransomware Activated Fuse Protection	+	+	+

+ = ADD-ONS

RECOMMENDED FOR:

- **Core** - Rounded Base Support
- **Fortified** - Advanced Guidance
- **Pinnacle** - High-frequency Critical Systems Support

STORAGE APPLICATION SUPPORT
45Drives' storage application support will provide your team our Data Storage Specialists skills and expertise for your storage solution issues. The team can identify and assist with storage software issues or approved software integrations, create custom metric charts with Grafana and Prometheus, and analyze your backup plan to ensure your data security.

ARCHITECT CONSULTATION
45Drives' Architects will guide you on achieving your storage goals, and your future storage planning. Leverage our storage experts for your storage decisions. Each plan allows time with our storage architects for your design needs. Schedule with us to work with your storage solution project planning or operational agendas.

PROACTIVE UPDATES AND PATCHING
45Drives will help ensure your systems stay up to date and security vulnerabilities are patched by informing and performing updates/patches on your approval.

STORAGE INFRASTRUCTURE EXPANSIONS
When you need to increase storage capacity, add nodes, or more gateways to your storage infrastructure, 45Drives Data Storage Specialists will work with you perform and guide you using our tried-and-true best practices. Our storage infrastructure expansions occur seamlessly without downtime or loss of data.

STORAGE SOLUTION AUDIT & RECOMMENDATION REPORT
Based on your unique operating requirements, 45Drives Data Storage Specialists will assess existing storage system and offer ideas for improvement and expansion. To ensure your peace of mind regarding data protection and privacy, each audit will be arranged with you with your preference of being conducted directly by 45Drives, in conjunction with you, or guided remotely.

A Data Storage Specialist will contact you to arrange remote access to your system (with you), review logs, document your solution configuration and use case, and provide a recommendation report for performance tuning, recovery changes, or upcoming storage expansion.

The Recommendation report will outline the general use case of your solution, capacity, operating system patch levels, known integrations, backup methodology, and some network topology. Additionally, the report will recommend security changes, projected storage growth, disaster recovery methods, upgrades / patching and performance tuning (storage & network) for optimum value of your solution.

EMERGENCY ACCESS – 24 / 7

Access to Emergency Support 24/7 - 365 days a year from our 45Drives' Data Storage Specialists. We pride ourselves on responding to you within 3-hours with a technical resource. With Emergency Access, you gain a prioritized queue for your emergency storage issues.

When you call outside of our normal business hours, a service will take your call, and basic contact information and have one of our daily data storage specialists contact you within 3 hours. The same support team that handles your complex day-to-day calls, will be there supporting you during your mission-critical storage issues.

During normal business hours, all emergency access customers will have priority escalated preference to solving your critical issues. Some examples of critical issues are: when you cannot access your data, shares are not connected, multiple drive failures, or your storage system will not boot.

Emergency Access means if you have a critical storage issue whether it's within working regular working hours, after hours, weekends or on holidays — you are our main priority and we are available 24/7.

SNAPSHIELD: RANSOMWARE ACTIVATED FUSE PROTECTION

SnapShield is a "ransomware activated fuse". This is agentless software that runs on your server and listens to traffic from clients. If it detects ransomware content, SnapShield pops the connection to your server, just like a fuse. Damage is stopped, and it is business as usual for the rest of your network while your IT personnel clean out the infected workstation. SnapShield also keeps a detailed log of the malicious activity, and has a restore function that instantly repairs any damage that may have occurred to your data.

SnapShield works with 45Drives storage solutions to be the final layer of protection. It is still essential to have a firewall, network-anomaly detection, and endpoint anti-virus protection - but when something fails and ransomware becomes active, SnapShield will ensure your data is safe.

AFTER HOUR – SCHEDULE MAINTENANCE WINDOWS

45Drives specialist will assist outside of business hours to ensure smooth operation of upgrades and maintenance items.

Schedule your after-hour maintenance window up to a minimum of 2 weeks ahead of your schedule to ensure a 45Drive Specialist is there supporting you. If you require faster than 2 weeks notice, please consider our Emergency Access option.

A Data Storage Specialist will be there with prepared scheduled maintenance changes proofed within the lab, and provide you a plan of action during the maintenance with recovery options. Or have us monitor your team's activities in case things go awry with your storage maintenance.
As part of their plan, Fortified customers have access to one scheduled maintenance window per year, and Pinnacle customer has access to one schedule maintenance window per quarter.