

SimpliVity Service Brief: Support for OmniStack Integrated with Lenovo System x

SimpliVity offers you a single point of contact for all support issues related to your OmniStack Integrated Solution with Lenovo System x. SimpliVity's solutions are supported on Lenovo System x3650 M5 hardware. SimpliVity support is integrated with Lenovo's support center so customers leveraging SimpliVity's solutions with Lenovo have a one-call support experience.

Benefits:

- **Simplicity:** SimpliVity offers a one-stop, seamless support experience for your OmniStack Integrated Solution with Lenovo System x, 7x24x365.
- **Value:** Contact SimpliVity Customer Support for any questions or problems you encounter, and our highly trained Technical Support Engineers will assist you. If you need additional Lenovo-specific help, such as replacement hardware for your Lenovo system, we will open a case with Lenovo Support, jointly work the issue, and will remain engaged with you until the issue is resolved.

Full Service Support:

- SimpliVity will manage your services requests, and make sure that your OmniStack Integrated Solution with Lenovo System x maintains the highest levels of availability for your business applications.
- SimpliVity will enable you to monitor and update your case status in one location: The SimpliVity Online Support Center.
- SimpliVity will keep you fully informed of progress and remain engaged until successful resolution.
- SimpliVity will ensure your OmniStack Integrated Solution with Lenovo System x returns to full health and operational status at the conclusion of any maintenance activity.

Contact SimpliVity Customer Support to coordinate system maintenance, software or firmware updates, or hardware component replacements: www.simplivity.com/support

For more information, visit:

www.simplivity.com

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