

ALEF Storage Guard

Certified ALEF service support with clearly defined SLAs, focused on the stable and secure operation of NetApp systems and the minimization of operational risks.



Availability guaranteed. Accountability guaranteed. SLA guaranteed.

The ALEF Storage Guard service represents a professional support model designed for organizations that require contractually guaranteed incident resolution within their NetApp infrastructure environment. As a certified NetApp Lifecycle Support Certified (LSC) partner, ALEF provides Level 1 and Level 2 support (L1 and L2), coordinates with the manufacturer, and manages the entire service process end-to-end. Customers gain more than just access to vendor support. They benefit from clearly defined contractual service conditions (SLA), a local team of certified ALEF specialists, and full accountability for incident resolution – from initial reporting to final remediation.

ALEF Added Value

-  Contractually guaranteed response times and service parameters (SLA)
-  Single point of contact – **ALEF ServiceDesk** (24x7 depending on the selected support level)
-  Certified specialists authorized to open service requests and **RMA cases with NetApp**
-  Full coordination of communication with **NetApp technical support**
-  Support and optimization throughout the entire lifecycle of the **NetApp infrastructure**
-  Option to extend the service with advanced **ALEF OneCare** services (e.g., Prevention, Advisor, SW Repair) – including regular preventive infrastructure health checks, consulting support, or NetApp environment performance optimization
-  Strong local presence and extensive experience supporting **mission-critical infrastructures of customers across Central Europe**

Scope of ALEF Storage Guard

-  Access to **ALEF ServiceDesk** via web portal, telephone, or email
-  Diagnosis and resolution of **hardware incidents**
-  Diagnosis and resolution of software incidents, including patch and update installation
-  Administration of **faulty hardware replacement (RMA process)**
-  Coordination and escalation of complex incidents to **NetApp L3 manufacturer support**

ALEF OneCare

ALEF Storage Guard is part of the **ALEF OneCare managed service family** delivered by ALEF – a modular, SLA-driven service framework that partners can use to **extend their own managed services portfolio**.

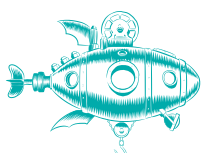
What OneCare brings to partners:

- A **flexible service framework** covering reactive and proactive support
- **Guaranteed SLA-based services** beyond standard vendor support
- **Access to ALEF expertise and service delivery (ITIL-based)**
- **Scalable service components** that can be combined per project

Available OneCare Service Extensions

- **Prevention** – Regular health checks and risk analysis
- **Advisor** – Expert consulting and infrastructure optimization
- **SW Repair** – Advanced software troubleshooting and patching
- **Monitoring** – Proactive 24x7 infrastructure monitoring
- **Administration** – Operational and configuration management

➔ Enables partners to evolve from **reactive support** to **proactive managed services**



Trust the Strong

ALEF Solutions sp. z o.o. | www.alef.com/pl | ps-sales@alef.com
 Warsaw office: Brain Embassy, Al. Jerozolimskie 181 B, 02-222 Warsaw
 Krakow office: Eximius Park - building 1000, Krakowska 280, 32-080 Zabierzów



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Service Support Levels and SLA

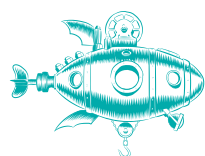
Service support level code	Availability	Guaranteed Response Time (RT)	Service Description	Typical Use
ALF_LSC_24X7_RT04H_AR	24x7	4 hours	HW troubleshooting, HW delivery and replacement at the installation site by ALEF, SW troubleshooting, downloading new SW versions, communication with the manufacturer	Business-critical environments
ALF_LSC_24X7_RT04H_NR	24x7	4 hours	HW troubleshooting, HW delivery and replacement at the installation site by NetApp, SW troubleshooting, downloading new SW versions, communication with the manufacturer	Highly important production environments
ALF_LSC_24X7_RT04H_D	24x7	4 hours	HW troubleshooting, delivery of new HW to the installation site without HW replacement, SW troubleshooting, downloading new SW versions, communication with the manufacturer	Production environments
ALF_LSC_8X5_RTNBD_AR	8x5	NBD	HW troubleshooting, delivery and replacement of HW at the installation site by ALEF, SW troubleshooting, downloading new SW versions, communication with the manufacturer	Other support environments
ALF_LSC_8X5_RTNBD_NR	8x5	NBD	HW troubleshooting, HW delivery and replacement at the installation site by NetApp, SW troubleshooting, downloading new SW versions, communication with the manufacturer	Less important non-production environments
ALF_LSC_8X5_RTNBD_D	8x5	NBD	HW troubleshooting, delivery of new HW to the installation site, no HW replacement, SW troubleshooting, downloading new SW versions, communication with the manufacturer	Testing systems

Why Partner with ALEF

ALEF is one of the leading distributors of IT infrastructure and trusty provider of services in Central Europe. The company continuously invests in expert teams, certifications, and service processes to meet the requirements of enterprise customers. Thanks to the combination of a strategic partnership with NetApp and its own service capabilities, ALEF is able to deliver a higher level of service support than the standard vendor support model. By choosing ALEF Storage Guard, customers gain confidence that their infrastructure is managed by an experienced team with clearly defined accountability, measurable SLAs, and the ability to respond rapidly to operational incidents.

Contact the Sales Department:

pl-sales@alef.com



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