



## GLOBAL PROFESSIONAL SERVICES

Maximize your investment in Mellanox equipment  
with Global Support Services



# GLOBAL PROFESSIONAL SERVICES

Mellanox has been a compute and storage interconnect leader for the past decade having successfully deployed millions of high-performance computing nodes in the world's largest and most efficient clusters.

Our team of support experts has experience in deploying the most challenging and leading-edge clustering technology over several technology generations across a wide variety of applications in High-Performance Computing and Enterprise Data Centers.

Mellanox is unique in its ability to support end-to-end solutions inclusive of silicon, firmware, host software stacks and accelerators, adapter cards, switch systems, gateway systems, fabric management software and cables.

The Mellanox M-1 Global Support Services plans for its customers and partners allow you to put that expertise to work for you in a manner that suite your requirements. Getting the right level of investment protection at the right price is as simple as selecting one of the following programs.

## End User Support

Our Standard Support packages provide protection for your system hardware and software components. Mellanox's Technical Assistance Centers (TAC) are here to assist with all your technical needs. From advanced hardware return material authorization (RMA) to the latest software patches and bug fixes to our renowned best practice guides, Mellanox Support has you covered.

End User Support Elements:

- Advance hardware replacement
- Software maintenance including updates and bug fixes
- Web access to knowledge base, doc search, and web cases
- Web-based technical training
- TAC eSupport via e-mail and Web
- Toll free TAC access

## Partner Support

Our Partner Assist Support is designed to augment our many service partners around the globe. This program provides Mellanox service partners with hardware and software protection as well as access to our senior global support experts to back your every need. Add to that our technical training certification programs and your support team has everything it needs to deliver end-user support with confidence.

### Partner Support Elements:

- Advance hardware replacement
- Software maintenance including updates and bug fixes
- Web access to knowledge base, doc search, and web cases
- Web-based technical training
- Level 3 TAC eSupport via e-mail and Web
- Level 3 toll free TAC access

## Customer Centric Support Plans to Suit Every Need

Mellanox M-1 Global Support Services plans are created to provide our customers with the optimal experience with Mellanox equipment. The M-1 Global Support Services plans encompass a variety of support choices to suite every need and level of user expertise. Three different pre-defined service levels are offered: Bronze, Silver and Gold. All service plans can be further augmented with a Professional Services plan which allows customers to leverage advanced Mellanox cluster services on-site.

### Bronze Support Plan

The Bronze support plan is our base level support plan, tailored for system administrators that are self-sufficient in supporting their Mellanox infrastructure but would like to augment support for hardware trouble shooting and replacement for hardware components in a timely manner. The Bronze support plan does not cover support for host software stacks or fabric management software.

### Silver Support Plan

The Silver support plan is our most popular support plan and provides complete end-to-end support for Mellanox solutions. Mellanox end-to-end solutions provide the highest efficiency, reliability and ROI allowing system administrators to maximize the use of their investment in Mellanox solutions. The Silver support plan is ideally suited for delivering the best value and optimal use of your Mellanox infrastructure. The Silver support plan covers adapter cards, switches and gateways. Additional support services can be purchased for host stacks and management software.

### Gold Support Plan

The Gold support plan is Mellanox premium service plan for mission critical deployments where small percentage of down time can mean a significant loss to business. The Gold plan provides 24/7 hotline support and very short response times in addition to end-to-end support for Mellanox solutions.

## Support Matrix

Features	Bronze (Hardware-only)	Silver (HW/SW)	Gold (HW/SW)
Software/Firmware updates	Web Only	✓	✓
Access to Customer Support Portal	N/A	✓	✓
Phone Support Access	N/A	8/5 M-F	24/7
Escalation/Response Times	N/A	4 hours	2 hours
Product coverage	Hardware repair assistance only	Hardware/Firmware/ Host Software FabricIT	Hardware/Firmware/ Host Software FabricIT
On-site Professional Services Add-on	Yes – Fee Based	Yes – Fee Based	Yes – Fee Based
RMA/Warranty Policy	Shipped Next Business Day	Shipped Next Business Day	Shipped Next Business Day

## Online Support

The purchase of any pre-defined service plan allows access to a powerful online customer support portal located at <http://www.mellanox.com/support>

The online Customer Resource Management (CRM) system provides a comprehensive online tool to manage all your support issues in one place and from anywhere that suites you. The online customer support portal provides the following benefits:

- Complete case management including reporting support issues and tracking their progress
- A searchable solutions database to find solutions and resolve issues rapidly
- Easy access to documentation and Firmware/Software down-loads
- Subscription to automatic proactive alerts when new releases are available
- Built-in RMA request and tracking system

In addition Email support is provided through the M-1 Global Support email alias: [support@Mellanox.com](mailto:support@Mellanox.com)

## World Wide Technical Assistance Centers (TAC)

Expert phone support is available through our support centers in North America, EMEA and Asia, allowing customers in all areas of the world to receive timely and proactive support. Call numbers and details about the TAC hotline are available online and from your local Mellanox representative.

Mellanox **Global Professional Services (GPS)** ensures rapid adoption and maximum utilization of high performance computing and data center solutions. Mellanox's consultants and engineers bring substantial expertise in fabric design, configuration and deployment, as well as in application communications and tuning, allowing you to leverage Mellanox solutions to get the most out of your application infrastructure. The following services are available through M-1 GPS:

### Optimization

GPS consultants and engineers will help fine tune fabric traffic and can look at application communication patterns to maximize network efficiency. We provide a thorough and systematic analysis of networking requirements to ensure you get the most performance possible out of your deployed application infrastructure.

### Knowledge Transfer

GPS personnel will transfer essential knowledge about Voltaire's products and best practices for deployment, as well as critical product knowledge to help customers become effectively self-supportive.

### Installation Services

Professional services packages have been designed to ensure the Voltaire solution is deployed rapidly and efficiently. We offer turnkey packages that cover everything from unpacking to benchmarking with a final check on the health of the fabric itself. These services are also available a la carte to augment existing deployment plans.

### Applications Performance Engineering

GPS provides highly skilled engineers that are trained and experienced in optimizing application infrastructure performance. Performance criteria are set in consultation with GPS consultants to define benchmarks that are tailored to the specific environment and applications. Voltaire's experience in RDMA, applications acceleration, and MPI can bring unmatched performance to your solution.



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