Arrow Support Services for Intel® Data Center Blocks (Intel® DCB)

How Can You Provide the Right Support When Using Intel Servers?

Intel is one of the most recognized brands in the industry and they have offered Intel-designed server solutions for years. Intel servers are known for high quality, unique features, and great value. With Arrow's Support Services, partners can offer a world-class support program with their Intel server. Arrow provides the service, trust, and confidence to turn a server into a solution.

Essential Support Services for Intel Servers

Arrow provides enterprise-class support service to help you provide your customers with the perfect Intel solutions. Our three-year support offering includes:

– Arrow-delivered 24x7 support

– Three-year hardware support with guaranteed next-business-day on-site services, with an option to extend it to five years.

– Coverage available in the U.S., Canada, and most European countries

Key benefits for partners who choose Arrow Essential Support Services:

– **Improved customer satisfaction:** Our customer service is consistently rated as "Excellent" by partners.

– **Reduced costs:** Arrow handles the parts, calls, and on-site service. No need to stock inventory or hire personnel.

– **Enhance your reputation:** Our staff includes a qualified team of technical experts whose knowledge encapsulates hardware, software, and Cloud. We have hundreds of industry-leading certifications, over 40,000 devices under support and over 10,000 supported customer sites.

– **Intel relationship:** Arrow collaborates with Intel as needed and works closely with Intel's engineering and support teams.

– **Custom options:** Capture additional opportunities with custom options, faster response times based on location, and longer coverage options.

In partnership with:

intel.

Key Information

Call Center Hours

– 24x7, 365 Days Per Year

Services Levels

– Priority 1 – 30 minutes
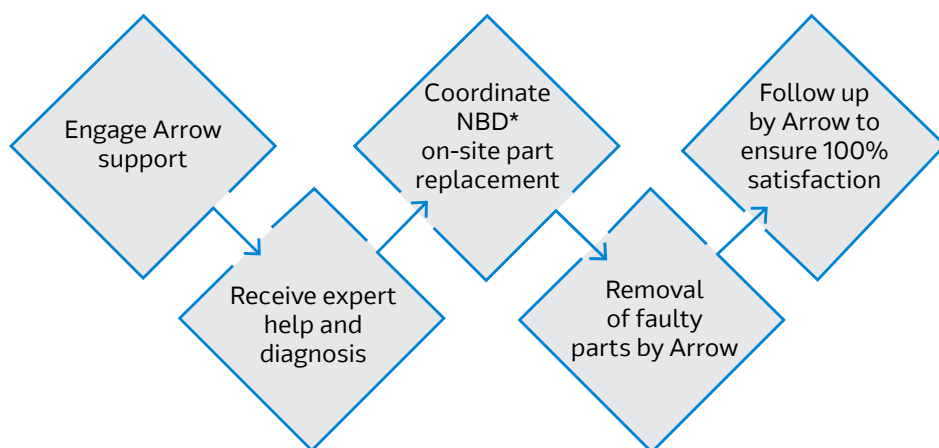– Priority 2 – 2 hours
– Priority 3 – 4 hours

Call Center Locations

– France
– Germany
– Netherlands
– Poland
– Spain
– USA
– United Kingdom

Support You Can Trust

– 15+ years delivering excellence
– High customer satisfaction
– True multi-technology experience
– Supporting 40,000+ solutions today

Support Made Easy

Engage Arrow support

Receive expert help and diagnosis

Coordinate NBD* on-site part replacement

Removal of faulty parts by Arrow

Follow up by Arrow to ensure 100% satisfaction

*NBD: Next Business Day

Service Features

Feature	Availability
24x7 Access to Arrow Support Center	✓
Support Available to Arrow Partners & End Customers	✓
Guaranteed Response SLA	✓
Delivery of Replacement Parts Next Business Day	✓*
On-site Engineer Next Business Day	✓*
Faulty Parts Removed From Site	✓
Ability to Retain Media for Data Security	✓**
24x7 Escalation Team	✓
Peace of Mind	✓

* Subject to 2 pm local time diagnosis
** Subject to manufacturer policy

Next Steps to Benefitting From Arrow Support

Arrow offers three or five year enterprise support or a custom support solution tailored to your needs. We can help you from the initial solution design and installation to Level 1 and Level 2 call support, hands-on and virtual training, system decommissioning, and beyond.

Arrow can deliver these services for cloud, IoT, analytics, and security solutions. So you can focus on leveraging your expertise to deliver more value and higher margins for your customer.

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