



Arrow Support Services for Supermicro®

How can you provide the right support when using Supermicro Servers?

Supermicro is one of the most recognized brands in the industry and they are known for their cutting-edge technology, unique designs, and configuration flexibility. Now with Arrow's Support Services, partners can offer a world-class support program with their Supermicro servers. Arrow provides the service, trust, and confidence to turn a server into a solution.

Essential Support Services for Supermicro Servers

Arrow provides enterprise-class support service to help you provide your customers with the perfect Supermicro 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 an experienced 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.
- > **Supermicro relationship:** Arrow collaborates with Supermicro as needed and works closely with Supermicro's engineering and support teams.
- > **Custom options:** Capture additional opportunities with custom options, faster response times based on location, and longer coverage options.

Key Information

Call Center Hours

- > 24x7, 365 Days Per Year

Services Levels

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

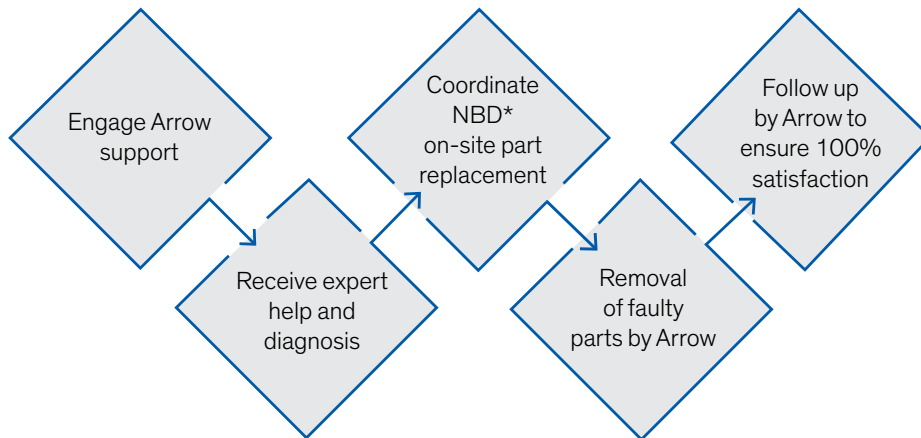
Call Center Locations

- > 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



*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.

Via Email

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Online

arrow.com/arrow-services

twitter.com/arrow_services

facebook.com/ArrowFiveYearsOut

linkedin.com/showcase/arrow-services

youtube.com/ArrowFiveYearsOut

