

Telephone Support Service

Nth Generation's post-sales Telephone Support Service adds the collective expertise of Nth's Engineering staff to your IT department at a fraction of the cost of hiring new technical resources. With seven SAN Architects and ten manufacturer-certified Engineers, Nth Generation has the technical expertise to help clients optimize and manage their Storage Area Network (SAN) and Enterprise Backup environments. As a certified HP Enterprise Storage Solutions Specialist (ESSS), Nth Generation is nationally recognized as the expert in designing, implementing and managing storage and backup technology. In fact, Nth has been named Hewlett-Packard's leading StorageWorks Partner in North America.

Nth Generation's Telephone Support Service supports products from ten best-of-breed manufacturers when these products have been purchased from and installed by Nth. The service is available during regular business hours and provides a high level of responsiveness: target call-back time is 30 minutes from receipt of a client's call. Four hours of technical post-sales telephone support per month are included. Service plans can be purchased in 1, 3, 6, 12, 24 and 36-month increments and additional hours of support can also be purchased.

Key Service Features & Benefits

- * Fast, reliable telephone access to Nth's Master SAN Architects and Senior Engineers.
- * Nth's Telephone Support Service supplements traditional manufacturer warranties and service agreements to ensure that your organization gets maximum performance and uptime from your Nth Generation-provided enterprise storage or backup solution.
- * One low monthly service fee is a fraction of the cost of adding technical staff.
- * Simple, predictable pricing makes annual budgeting easy.
- * Four hours of advanced technical telephone support per month are included. Additional hours can be purchased.
- * Service plans are available in 1, 3, 6, 12, 24 and 36 month plans.
- * Nth Generation *onsite* support is available at a discount to Telephone Support Service subscribers.

Nth Generation's Telephone Support Service is offered in affordable packages

Contact Nth Generation's Professional Services Division for details...

(858) 451-2383 or send e-mail to: info@nth.com

Visit us on the Web at www.nth.com