

ASSUREON CONCIERGE SERVICE

THE ASSUREON CONCIERGE SERVICE PROVIDES A NUMBER OF SERVICES THAT HELP TO PROTECT AGAINST THE FUTURE.

When a new version of the Windows Server operating system or SQL Server database engine is released and approved by Nexsan, the professional services team will upgrade your system. The fees for the licenses and the upgrade are included in this service.

In addition, a comprehensive quarterly report will be provided to you that includes a detailed analysis of the storage and usage of the system. This will help to plan for future capacity upgrades and give peace of mind that the storage space is being consumed at the expected rate.

This package includes:

- Upgrades to Assureon-qualified Windows and SQL versions. Includes licenses and remote installation
 - Does not include any hardware changes that may be required
- Quarterly reports
 - Capacity report
 - Describes the amount of storage that has been consumed and how much remains
 - Trending report
 - Provides a breakdown of the data that has been consumed from which client over the past quarter
 - Site synchronization report, if applicable
 - Compares the amount of data on each site
- Quarterly comprehensive health check
 - Confirm there are no hardware failures and all components are being monitored
 - Confirm that all software components are functioning as expected
- Quarterly Windows updates (requires connectivity to the Nexsan WSUS server)
 - Apply any approved Windows updates or service packs that are missing
- Prioritized Assureon upgrades
 - When a new Assureon version is released, you will be notified and have priority to schedule the upgrade

This package requires a valid support contract, and the Assureon system must be on the latest supported OS and SQL release.