SIGMA SOLUTIONS™ | A PIVOT COMPANY

888.895.0495
www.sigmasol.com

First Call

Sigma provides First Call support for the following Quantum solutions

- Quantum Virtual Tape Libraries:
  - DXi4500 Series
  - DXi6500 Series
  - DXi6700
  - DXi7500

- Quantum Tape Libraries:
  - Scalar i40/i80
  - Scalar i500
  - Scalar i6000

Sigma's Quantum service infrastructure includes

- 24x7 support

- Centralized call center

- Escalation support and management process

- Contract administration process

- Design/demo and problem re-creation labs

First Call Support for Quantum

Your data, applications and the systems powering them are critical to help you meet customers' and users' needs and achieve business goals. That's why you've invested in rock-solid backup, disaster recovery and archiving solutions from Quantum to protect your data throughout its life cycle. But, even with this best-in-class technology in place, your company's information may still be at risk due to technical problems during installation, configuration or ongoing use.

You need a provider who will help you immediately resolve issues as they occur to ensure business continuity. Sigma Solutions is that provider. With our First Call support services, you can speak directly with a certified engineer any time, any day of the week. We'll diagnose and troubleshoot any problem you may encounter, and facilitate seamless escalation as appropriate. We utilize an ITIL-based system to track client assets and manage maintenance and support agreements – and we don't consider the problem resolved until you are completely satisfied.

More Than a Service Desk...

The increasing complexity of today's data center requires dedicated operational resources. Allocating the majority of your IT budget to management, maintenance and support means that innovation is often short-changed. Sigma Quantum First Call support frees your IT staff from time-consuming troubleshooting and problem-resolution processes, so you can focus on new initiatives that drive revenue. More than a service desk partner, Sigma has deep industry knowledge and understanding of your unique IT infrastructure. We take support beyond remediation to advise you on upgrades and new products that will better serve you now and in the future.

A Quantum Expert

As a Quantum Platinum partner, we employ engineers and technicians with the training, certifications and field experience to deliver comprehensive services from implementations to technical support. Sigma holds the following Quantum certifications:

- AFCP

- QSP

Sigma Solutions is the solutions integrator of choice for enterprise companies needing a technology partner that easily transitions from the strategy of the executive suite to the operations of the data center. To learn more about Sigma Solutions as a First Call support partner for Quantum, please visit sigmasol.com or call toll free 888.895.0495.