

SLA Offerings

ChannelWorks offers flexible SLAs that match your customers' budget and requirements. Coverage window, intervention and repair time can be customized based upon customer specifications, or aligned with one of our standard plans. Our help desk engineers are available 24/7/365.



	8x5xNBD-HPO	GreenCover 24x7xNBD-HPO	24x7x4-HPO	Custom*
Platform				
Asset Management	✓	🍃	✓	✓
Ticket Initiation & Tracking	✓	🍃	✓	✓
Dashboard Analytics & Reporting	✓	🍃	✓	✓
Contract Management	✓	🍃	✓	✓
Renewal Reminders	✓	🍃	✓	✓
Helpdesk				
24x7x365, US Based Helpdesk	✓	🍃	✓	✓
Average Ticket Engagement < 15 mins	✓	🍃	✓	✓
Call Home on Most Storage Products	✓	🍃	✓	✓
SW/FW Guidance On Most OEM Products	✓	🍃	✓	✓
Remote Diagnosis/Triage	✓	🍃	✓	✓
Dedicated Customer Success Manager (CSM)	✓	🍃	✓	✓
Certified Parts				
4 Hour Delivery After Issue Diagnosis			✓	✓
Next Business Day Delivery After Issue Diagnosis	✓	🍃	✓	✓
On-Site Spare Parts Stocking		🍃		✓
Coverage on Consumables		🍃		✓
Defective Media Retention (DMR)		🍃		✓
Field Engineering				
Fully Vetted Engineers in 150 Countries	✓	🍃	✓	✓
On-Site Field Engineer in Residency		🍃		✓
On-Site Field Engineer within 4 hours			✓	✓
On-Site Field Engineer on the next Business Day	✓	🍃	✓	✓

HPO = Helpdesk, Parts, and On-Site Engineering