

Support Services

Quickly resolve problems and keep your IT infrastructure performing at its peak

Support Services from InterVision can help you quickly resolve problems and keep your IT infrastructure performing at its peak. As a NetApp Star Partner, InterVision offers comprehensive NetApp storage and software support on an annual contract basis. With support services directly partnered with NetApp, you have round-the-clock access to InterVision's experienced, cross-trained systems engineers for first-line support and backup from NetApp storage technicians when needed. InterVision is one of NetApp's most experienced reseller in the nation, having designed and installed 1000+ NetApp storage environments. Our team of NetApp certified technicians provide fast, targeted action and problem resolution.

Support Service includes:

- L1 and L2 support via 800 number
- 24x7 fast targeted problem resolution
- Root cause analysis
- Multiple service level options
- Access to the NetApp Support website
- InterVision proactively monitors covered systems using NetApp Auto Support
- Software Support Plan
- Electronic case tracking via NetApp NOW
- Cases escalated to NetApp support as needed

Why partner with InterVision for NetApp?

- NetApp partner since 1997
- NetApp Star Partner and FlexPod Premium Partner
- Over 1,000 NetApp storage environments deployed
- 7+ years of experience providing support services to NetApp customers
- Winner of NetApp "West Innovation Award"
- Systems engineers with top technical certifications including NCDA, NCIE, NAIP, NASA, and NASVP
- Specialized training and certification in Clustered Data ONTAP (cDOT)
- FlexPod and NetApp equipment in our Technology Lab

Receiving NetApp Support Services

Once you commit to an annual Support Services contract, you will have access to InterVision's toll-free support hotline. If you encounter a problem with your NetApp system, call the hotline any time, 24/7. Our certified engineers will help you troubleshoot the problem over the phone and identify the root cause. As a NetApp Support Services Certified partner, InterVision receives priority routing to NetApp Global Technical Support, which means you get a quicker response on escalated cases.



Star Partner
Professional Services and
Support Services Certified

InterVision unlocks value by delivering innovative technology through a consultative approach.
www.intervision.com | Regional Headquarters in Saint Louis and Santa Clara