

Quantum Operational Services: Essentials is a line of subscription services that provide periodic, proactive assessments of Quantum systems. For these services, Quantum service experts will assess the configuration, software, firmware, capacity, and performance of your Quantum systems. For each assessment, we'll provide a comprehensive report, which identifies issues that can affect system uptime or performance, as well as specific recommendations for addressing those issues.

For a small uplift above their maintenance contract cost, customers will:

- Reduce risk of downtime and unplanned outages.
- Improve their storage/backup performance.
- Maximize the ROI of their Quantum products and technology.

Operational Services: Essentials can be delivered remotely or on site (where remote service and monitoring is not an option, for additional charges).

INCLUDED SERVICES AND ASSOCIATED BENEFITS

Services Included	Benefits – Increase availability and performance by:
Configuration Assessment	<ul style="list-style-type: none"> • Reviewing the system's configuration to avoid manual errors. • Complying with Quantum Best Practices to ensure optimum performance from Quantum equipment.
Software Assessment	<ul style="list-style-type: none"> • Ensuring latest software levels are applied to get maximum benefit out of your system. • Avoiding potential issues with older versions. • Understanding the benefits of latest firmware features applicable to customer system.
Capacity Review	<ul style="list-style-type: none"> • Avoiding oversubscription during high ingest period. • Optimizing backup schedule and performance.
Hardware Assessment	<ul style="list-style-type: none"> • Analyzing hardware health and performance. • Optimizing space and increasing performance by reducing fragmentation.
Drive and Media Audit*	<ul style="list-style-type: none"> • Identifying problematic drives and media before they fail. • Auditing overall drive and media performance and cleaning.
Serviceability Assessment	<ul style="list-style-type: none"> • Ensuring proper device configuration for Quantum support to get critical events and failures. • Reviewing alarm history for overall health.

*Only applicable to tape storage systems.

OPERATIONAL SERVICES: ESSENTIALS OFFERINGS

These service offerings are easy to implement for both Quantum customers and partners using fixed-model pricing as shown in the table below.

Product	Remote / Onsite	Model Number	Global List Price (USD)
Scalar® i3	Remote	SSC33-SDCE-RS10	\$1,200 per year
Scalar i6/AEL6 or Scalar i500/AEL500	Remote	SSC36-SDCE-RS10	\$5,500
Scalar i6000/AEL6000	Remote	SSC6K-SDCE-RS10	\$14,500
DXi4000 Series	Remote	SDY40-SDCE-RS10	\$2,500
DXi6000 Series	Remote	SDY60-SDCE-RS10	\$7,000
DXi9000 Series	Remote	SDY90-SDCE-RS10	\$10,500
Xcellis® Series	Remote	SXCBB-SDCE-RS10	\$23,800
Scalar i6/AEL6 or Scalar i500/AEL500	On-Site	SSC36-SDCE-SS10	\$14,400
Scalar i6000/AEL6000	On-Site	SSC6K-SDCE-SS10	\$26,700
DXi6000 Series	On-Site	SDY60-SDCE-SS10	\$16,000
DXi9000 Series	On-Site	SDY90-SDCE-SS10	\$20,000
Xcellis Series	On-Site	SXCBB-SDCE-SS10	\$41,700

Note: Valid service contract is required on the unit.