



ENTERPRISE IT SUPPORT SERVICES

Nimble Storage Support

Extending your valuable enterprise infrastructure with customized support options

For over 20 years, our team has served the enterprise storage market with customized support options— enabling companies of all sizes and verticals to experience significant ROI and extend the life of their valuable infrastructure. Our experts in service and support of hardware and software for enterprise storage, compute, network and tape libraries offer consistent value with post-warranty maintenance, refurbished hardware sourcing and IT asset management.













Need a datacenter relocation?

Scale Service can design an action plan to minimize downtime, control spending, reduce liability, and provide a smooth transition. We can move a single system or a whole computer room. Whether it's between buildings on the same campus or across the country we can get you where you need to be.

Worry Free Third Party Maintenance

Scale Service provides third party maintenance on these Nimble Storage Systems:

Nimble Arrays

-  CS210
-  CS235
-  CS300
-  CS460
-  CS215
-  CS240
-  CS420
-  CS500
-  CS220
-  CS260
-  CS440
-  CS700

Our SLA's

8am-5pm Next Day

Hardware break/fix*
Next day parts
Monday-Friday 8-5
remote phone & onsite
support if needed
**(audit required)*

8am-5pm Same Day

Hardware break/fix*
On-site spares kit
Monday-Friday 8-5
remote phone & onsite
support if needed
**(audit required)*

24 x 7 x 4hr

Hardware break/fix*
On-site spares kit
Unlimited phone &
onsite support if
needed
**(audit required)*

PASS – PRO-ACTIVE SEAMLESS SUPPORT

Our full featured, automated solution for monitoring your storage array. Easy to install and configure, it works behind the scenes continuously looking for any changes that constitute an issue with your storage functions. Once triggered, it opens a service ticket sending error reports to our Level 3 Engineers who troubleshoot and resolve the issue before it becomes a problem or interruption to your business.

When it comes to supporting IT, **we're at your Service.**

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scaleserviceinc.com