



# Server support plans

Streamlining hardware maintenance through a single support desk

## Trust us to be your IT support and maintenance advisor

The latest informatics tools help automate your NGS lab, but IT maintenance of Linux™ server and storage hardware can strain your local staff. Get highly consistent performance from your systems by consolidating your point of contact for IT support. We offer a range of IT service plans for your systems to help alleviate the burden of managing multiple hardware suppliers and help you get to a resolution quickly when problems arise.

Our experienced team supports thousands of Ion Torrent™ user sites worldwide. Talk with your sales representative to see how our dedicated Linux support team can make your life easier, supporting your storage, instruments, hardware, and software.

## Our service plans

Features	Ion Reporter™ server system	Torrent Cluster™ system and Torrent™ Storage™ solutions	DataSafe™ solutions
Convenient all-in-one support desk for triaging hardware issues	✓	✓	✓
Remote troubleshooting	✓	✓	✓
Remote diagnostics	✓	✓	✓
Communication with hardware manufacturers to coordinate replacement parts	✓	✓	✓
On-site hardware replacement when necessary	✓	✓	✓
Original manufacturer replacement parts	✓	✓	✓
System administrator support for disaster recovery, multiplatform integration, and collaboration/privacy tools			✓
One year software license and access to software updates	✓		

## Ordering information

Service plans	Cat. No.
Ion Reporter Server System 1 Year Service Plan	ZG10SCIRLCLSRVR
Torrent Server 1 Year Service Plan (stand-alone support*)	ZG10SCIONSERVER
Torrent Cluster System 1 Year Service Plan	ZG10SCIONSERVER
DataSafe Solution 24T 1 Year Service Plan	ZG60SCSTORAGE24T
DataSafe Solution 48T 1 Year Service Plan	ZG60SCSTORAGE48T
DataSafe Solution 110T 1 Year Service Plan	ZG60SCSTORAGE110T
DataSafe Solution Custom 1 Year Service Plan	ZG10SCDATASAFE
Torrent Storage NAS 24T 1 Year Service Plan	ZG10SCSTORAGE24T
Torrent Storage NAS 48T 1 Year Service Plan	ZG10SCSTORAGE48T
Torrent Storage NAS 110T 1 Year Service Plan	ZG10SCSTORAGE110T
Torrent Storage 20T/40T 1 Year Service Plan (direct attached storage)	ZG10SCIONSTORAGE

\* The Ion PGM™, Ion Proton™, or Ion S5™ System service plans automatically cover one Torrent Server. The support plan shown here is required when additional Torrent Servers are used.

For pricing, contact your service sales representative.

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