

OCZ Enterprise Support Programs

Service Beyond the Standard Warranty

Enterprise datacenters run the life-blood of your company. If a problem arises, you'll want the security of knowing it can be resolved in minutes, not days. OCZ's Enterprise Support Programs provide that level of security with comprehensive, end-to-end support for your OCZ Enterprise SSD solution.

Services

To meet the varying demands of service requirements, OCZ offers three Service Level Agreement (SLA) coverage options: Platinum, Gold, and Silver. Each program includes on-site service and access to technical phone support during the days and hours specified in the respective program's SLA. In addition, OCZ will maintain a spares inventory within close proximity to your datacenter that will ensure timely and efficient delivery in the event an SSD needs immediate replacement.

Availability

OCZ's extended warranty contracts are available on all Z-Drive R4 and VeloDrive R-Series products. The contracts may be obtained directly through your OCZ Enterprise Solutions Account Manager or an authorized OCZ Reseller. Contracts are available in 1-Year or 3-Year terms.

Platinum

24 x 7 x 365, 4-hour response

Gold

Same day, M-F, 8:00am - 5:00pm local time, excluding holidays

Silver

Next business day, M-F, 8:00am - 5:00pm local time, excluding holidays



For more information, please contact your OCZ Enterprise Solutions Account Manager or visit our web site at www.oczenterprise.com/support

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