



Enterprise Support for NVIDIA Networking Solutions

NVIDIA Networking Expertise

NVIDIA Networking Solutions Enterprise Support provides you with comprehensive system support and access to services for your NVIDIA InfiniBand and Ethernet switches and adapters. This also includes system software, world-class cluster management, robust job scheduling, and workload orchestration—all based on an enterprise support service level agreement (SLA). With expansive levels of support and value-added services, NVIDIA provides you with the expertise and proven methodologies when and where you need them.

- Minimize System Downtime with Fast and Proactive Support
- Receive Support from NVIDIA Experts
- Track Support Requests on the NVIDIA Enterprise Support Portal

NVIDIA Enterprise Business Standard Support

All networking switches have mandatory minimum Enterprise Business Standard Support. We recommend 3 years of Business Critical Support. Initial four-year and five-year contracts are also available. Contracts can be renewed upon expiration. Below are the details of what is included with the Enterprise Business Standard Support service.

Key Features

Expert Support

- > To keep NVIDIA Networking Solutions operating at peak performance, NVIDIA provides support with deep connections to the product and engineering teams.

Faster Time to Value

- > For faster return on investment, NVIDIA offers onboarding, optimization, training, and certification services for employees and teams throughout the organization.

Personalized Guidance

- > To help optimize your networking solutions, NVIDIA experts proactively provide personalized instructions and guidance.

Benefits of Business Standard Support

Support Availability

- > Cases accepted via the web portal and email for 24/7 support
- > Escalation support during a customer's local business hours
- > Support provided by NVIDIA experts and engineers for timely resolution
- > Enhanced partner interaction on issues

Enterprise Support Portal

- > Full access to a knowledge base via NVIDIA Enterprise Support Portal
- > Insight into which knowledge base articles, tips, and tutorials are trending and have proven most valuable
- > View of current and past issue history
- > Advanced features, such as intelligent knowledge base prompts and search capabilities

Initial Response Time	>	4 Business Hour Initial Response time for Severity 1 and Severity 2 issues
Remote Support	>	Remote hardware and software support
Software Updates and Upgrades	>	Access to the latest NVIDIA software suite > Maintenance release and security fixes > Priority notifications and distribution
Service Terms	>	Depends on the Initial term purchased. Minimum one year support mandatory for all switches. > Extended service options available
Return Material Authorization (RMA)	>	Advanced return material authorization (ARMA) for next-business-day shipping
On-site Engineer (Additional Cost)	>	Local Business Hours > NBD On-site Engineer

Support Level Response Time

With Enterprise Service Level Agreements projects can stay on track and users can continue to produce.

Severity Level	Definition	Business Standard	Business Critical
		Initial Response Time	Initial Response Time
Catastrophic Severity 1	The situation has halted your business. The service or critical functions are unavailable or unusable and no workarounds exist.	4 business hours, local business time	1 hour 24/7
Severe Severity 2	The service or important functions are not working as expected or require workarounds, and no procedural workaround exists.	4 business hours, local business time	2 hours 24/7
Moderate Severity 3	Non-critical issues that is intermittent or can be addressed using workarounds, but business continues to function.	4 business hours	4 business hours
Minor Severity 4	Cosmetic or other minor issues that do not cause any significant detrimental effects. Incremental feature requests.	1 business day	1 business day

Business Critical Support

The Enterprise Business Critical Support service level is NVIDIA's premium support service level. It is designed for mission-critical deployments where a small downtime may cause a significant business impact. The Business Critical Support service provides 24x7 support and a one-hour response time for Severity Level 1 cases. The Business Critical Support service is available for designated NVIDIA offerings. For complete coverage, Enterprise Business Critical support needs to be purchased for all NVIDIA offerings being deployed with the solution.

Technical Specifications

NVIDIA Enterprise Business Critical Support

- > All support in NVIDIA Enterprise Business Standard Support
- > Live NVIDIA agent access 24/7
- > One-hour initial response for Severity 1 issues 24/7
- > Two-hour initial response for Severity 2 issues 24/7

NVIDIA Enterprise Business Critical Support + 4 Hour Delivery RMA

- > All support in NVIDIA Enterprise Business Critical Support
- > Coverage for NVIDIA Software and Hardware
- > 24/7 Support
- > 4 Hour Guaranteed RMA Delivery
- > No On-Site Engineer
- > Minimum Order Quantity Required

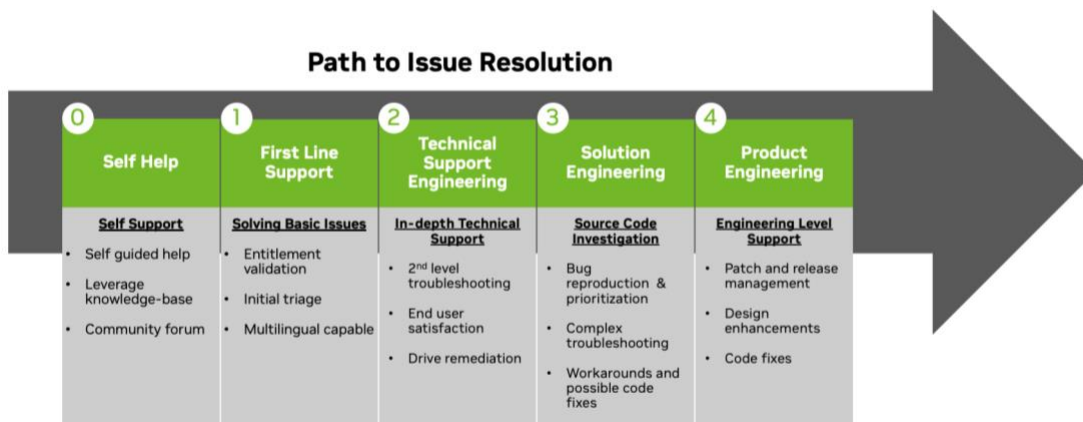
**NVIDIA Enterprise Business Critical Support
+ On-Site Engineer**

- > All support in NVIDIA Enterprise Business Critical Support
- > Coverage for NVIDIA Software and Hardware
- > 24/7 Support
- > Priority NBD RMA Shipping
- > 4 Hour On-Site Engineer

**NVIDIA Enterprise Business Critical Support
+ 4 Hour Delivery RMA
+ On-site Engineer**

- > All support in NVIDIA Enterprise Business Critical Support
- > Coverage for NVIDIA Software and Hardware
- > 24/7 Support
- > 4 Hour Guaranteed RMA Delivery
- > 4 Hour On-Site Engineer
- > Minimum Order Quantity Required

NVIDIA Support Process



Customer can upgrade and renew Enterprise Support by contacting the NVIDIA Renewal team at Networking-contracts@nvidia.com.

For more details about NVIDIA Enterprise Support visit the [Enterprise Support and Services User Guide](#).

Ready to Get Started?

To learn more about Enterprise Support, visit [NVIDIA Networking Support](#)

© 2023 NVIDIA Corporation and affiliates. All rights reserved. NVIDIA, the NVIDIA logo, ConnectX, DGX, HGX, Hopper, NGC, NVIDIA-Certified Systems, and NVLink are trademarks and/or registered trademarks of NVIDIA Corporation and affiliates in the U.S. and other countries. Other company and product names may be trademarks of the respective owners with which they are associated. APR23

