

Cray Pro Assist Service Offering

Cray Pro Assist is for customers who desire a higher level of engagement with Cray. This service level offers customers access to the CrayPort customer portal. Case logging is available 24x7 by telephone or via CrayPort. Cray Pro Assist offers a choice of three maintenance coverage windows and the two onsite response times, as shown below. With Cray Pro Assist, Cray performs all replacement procedures. To expedite a repair, customers have the option to perform their own Customer Replaceable Unit (CRU) procedures.

Customers with Pro Assist are assigned a Service Account Manager who is familiar with their environment and able to assist with issues and escalations.

Cray Pro Assist Level Support Features

Feature	Pro Assist
24x7 Call Logging – CrayPort/Telephone	Yes
Maintenance Coverage Window	9x5, 16x5, or 24x7
Onsite Response Time	NBD or 4 Hr
Customer/Cray Repair	Cray

24x7 Call Logging – CrayPort/Telephone

Customers can log issues 24 hours a day, seven days a week. Customers may log issues via the CrayPort customer portal or by telephone. Cray recommends that critical issues be logged by telephone. Customers must enter all relevant information and capture any critical information required to help diagnose an issue. Customers will receive an acknowledgement that their case has been logged.

Maintenance Coverage Window

This is the time period when support is provided. Customers may contact Cray 24x7 and will receive an acknowledgement that their case has been logged. Follow-up by Cray support and work by Cray to solve any reported cases takes place during the coverage window, local time.

Onsite Response Time

This is the time it takes the Cray technical representative to arrive on site to work the case after Cray has determined that an onsite presence is required. For Cray Pro Assist customers, this is the response time after issue identification.

Customer/Cray Repair

This indicates who is responsible for performing hardware repairs to the Cray system. With Cray Pro Assist, Cray performs all replacement procedures. To expedite a repair, customers have the option to perform their own CRU procedures. Customers may purchase a spare parts inventory to expedite their time to repair.

For more information about Cray Service, please see the Cray Customer Support Guide:

<https://www.cray.com/sites/default/files/resources/CustomerSupportDocument.pdf>

