Kaminario K2 All-Flash Array Enterprise Technical Support

When you need a technical support professional, we know that speed and customer satisfaction are paramount. The Kaminario support team will resolve problems quickly, get your system restored to smooth running operation and assure your full satisfaction with the process and the outcome.

AVAILABLE SUPPORT PROGRAMS

Premium
Available 24x7x365
Hardware replacement delivered within 4 hours

Next Business Day
Hardware replacement delivered within one business day of problem identification

"It's rare that a customer calls us about an issues we didn't already recognize and begin to address."
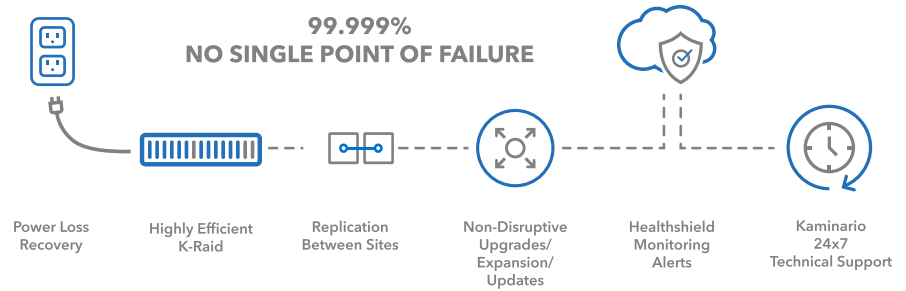
- Kaminario Support Manager

Kaminario protects every K2 customer with professional, world-class technical support. We monitor the condition of every K2 all-flash array to predict and resolve the slightest problem. Around the clock and around the globe, our experienced team is ready to provide the knowledge and expertise required to resolve any issue, answer any question, and assure total customer satisfaction.

The Kaminario K2 meets the most demanding enterprise application requirements for always-on availability and resilience. The no-single-point-of-failure design supports High Availability, Disaster Recovery, and self-healing. Combining advanced data protection algorithms, non-disruptive upgrades and proactive serviceability the K2 is the most reliable and versatile all-flash enterprise storage array available today.

HealthShield™

HealthShield is a secure, proactive, cloud-based Kaminario platform used to monitor installed systems. The platform provides system analytics and call-home alert notifications of system conditions. It is the foundation of Kaminario's continuous support approach to gather data and identify trends that enable preventative servicing and to actively discover, track and resolve system issues.

99.999%
NO SINGLE POINT OF FAILURE

| Power Loss Recovery | Highly Efficient K-Raid | Replication Between Sites | Non-Disruptive Upgrades/ Expansion/ Updates | Healthshield Monitoring Alerts | Kaminario 24x7 Technical Support |

Round-the-Clock Monitoring

The HealthShield platform continuously monitors every K2 system component. From drives, to controllers to power supplies, it watches for any hardware issues. It looks at performance, internal processes, data deduplication, and storage capacity levels. It even watches connected systems to make certain every host is accounted for.

Real-Time Analysis

The first priority of HealthShield is detection of any change in system conditions. It's programed to understand critical issues and to notify technical support.

An added function of HealthShield is to gather system-wide information for trend analysis of issues in performance, configuration, capacity or management. The data is collected and sent to Kaminario's service center every twenty minutes. Automated filters screen the data to detect and even predict errors. This data is also used as system history during problem resolution and for engineering analysis that may lead to future product enhancements.

Proactive Problem Resolution

Any system error or change recorded by HealthShield triggers a support alert. That immediately sets in motion a severity analysis and resolution process. Some fixes can be made remotely. If a hardware component has failed—or is about to fail —replacements are ordered and field technicians dispatched.

Storage administrators can also subscribe to categories of events such as LUN configuration, FC/iSCSI connectivity and hardware errors.

"All our Kaminario support has been superb."

Mark Wayman, Network Technician El Rio Community Health

Non-Disruptive Upgrade (NDU)

Technical Support will assist customers in scheduling and completing any upgrade. Hardware expansions and software code upgrades can be deployed with no interference to production and no dependencies on maintenance windows. Upgrades can include controllers, SSDs and software patches.

Contact

Contact a business development representative to answer any questions you may have.

Schedule a Demo

Schedule a demo with an engineer and learn if Kaminario's solution works for you.

Request a Quote

Request a quote for your application from our business development team.

About Kaminario

Kaminario, the leading all-flash storage company, is redefining the future of modern data centers. Its unique solution enables organizations to succeed in today's on-demand world and prepares them to seamlessly handle tomorrow's innovations. Only Kaminario K2 delivers the agility, scalability, performance and economics a data center requires to deal with today's cloud-first, dynamic world and provide real-time data access -- anywhere, anytime. Hundreds of customers rely on the Kaminario K2 all-flash array to power their mission critical applications and safeguard their digital ecosystem. Headquartered in Needham, MA, Kaminario works with an extensive network of resellers and distributors, globally.

For more information, visit www.kaminario.com