SILVER PEAK AUTOSUPPORT SERVICE

Silver Peak's AutoSupport Service delivers around-the-clock remote monitoring and analysis of Silver Peak NX, VX, and VRX appliances. By rapidly detecting and isolating problems and making proactive recommendations for ongoing maintenance, Silver Peak's AutoSupport Service minimizes appliance downtime and lowers IT support costs, maximizing your investment in WAN optimization.

Specific features of Silver Peak's AutoSupport Service include:

- **Real-time problem reporting.**
  In the unlikely event of a hardware or software failure on Silver Peak appliances, Silver Peak technical support personnel are automatically notified in real-time and provided all pertinent debug data.

- **Centralized repository of customer inventory and key configuration data.** Configuration information is securely uploaded via https for easy retrieval by Silver Peak support personnel. In addition, Silver Peak customers can securely upload network diagrams, packet traces, and other pertinent data. In the event of a failure, uploaded data is automatically attached to the customer support case for rapid problem resolution.

- **Proactive recommendations.** Silver Peak uses trending analysis on collected data to predict future behavior. When possible, recommendations are delivered to minimize or prevent future issues, such as failed subcomponents.

Silver Peak's AutoSupport Service delivers around-the-clock remote monitoring and analysis of Silver Peak NX, VX, and VRX appliances.

FAST PROBLEM DETECTION AND RESOLUTION

All information is collected in real-time at the time of an event, with immediate notification to Silver Peak support personnel.

ANYTIME, ANYWHERE MONITORING

Silver Peak provides 24 x 7 x 365 data collection and analysis to any location with access to the Internet.

SECURE

All information is securely transferred to/from Silver Peak's support personnel using HTTPS.

With Silver Peak's AutoSupport Service, you can easily partner with Silver Peak's premier support organization for rapid problem resolution and proactive ongoing maintenance. The process is seamless and completely secure, ensuring the best possible WAN optimization experience.
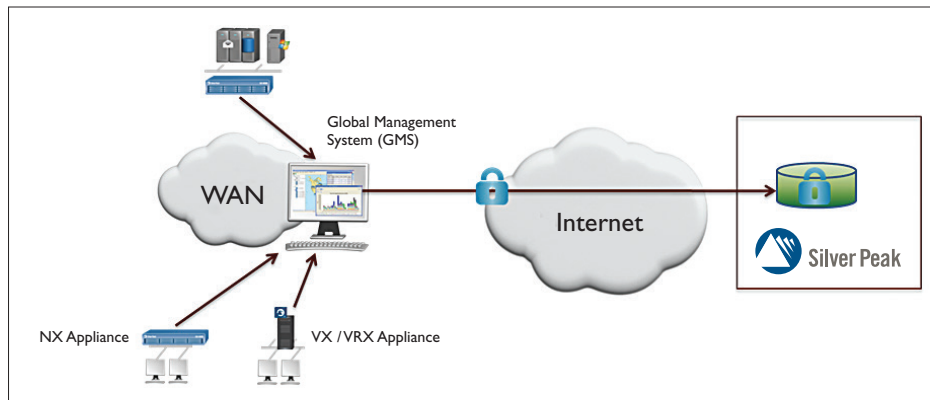

Figure 1— With Silver Peak's AutoSupport Service, key configuration information is collected and sent in real-time to Silver Peak's support team for rapid fault isolation and resolution.

Silver Peak