

ViON® Service Support Fujitsu FX700

About ViON Enterprise Support Services

ViON®'s Enterprise Support Services team is comprised of highly trained system engineers that are available around the clock for assistance related to the FX700. Our extensive engineering and technical experience gives us unique insight to diagnose and solve a range of issues for this new emerging technology.

Our Support Center offers the following benefits and capabilities:

- Single point of contact
- Staffed entirely by U.S. Citizens
- Service-level response times that meet or exceed industry standards
- Support for the entire solution life cycle, including installation, configuration and operation

Experience with complex solutions and architectures, including storage, servers, networking and software

How to Contact ViON



1.877.857.8466 (menu options available) – Provide the serial number to the technician.



Send an email to support@vion.com and detail your issue, including the serial number.



Open a new case using the [customer portal](#). If you don't already have a portal login, please send an email to support@vion.com and request a portal login.

For SEV1 or SEV2 incidents, please call or access the customer portal. Do not open cases via email.

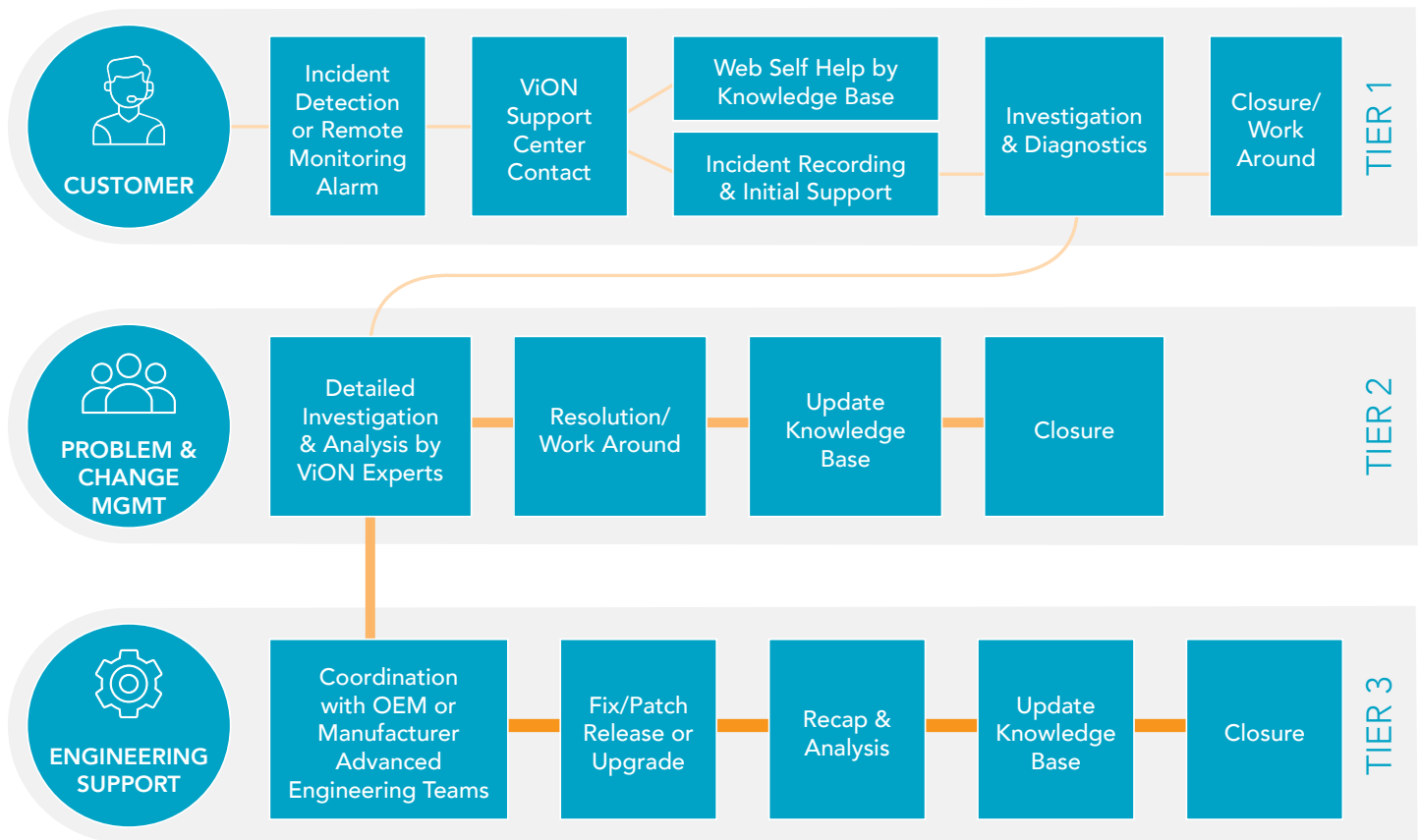
Severity Levels

SEVERITY	DESCRIPTION	PHONE RESPONSE TIME	ONSITE RESPONSE TIME	ACTION
SEV 1	More than one system or application is down or not functioning	Within 15 minutes	Next Business Day	Email notification followed by phone call
SEV 2	A system or application is down or usable, but with severe restrictions	Within 45 minutes	Next Business Day	Email notification followed by phone call
SEV 3	Problems or errors, but no impact to the operation/application	Within 24 hours	Next Business Day	Email notification

Secure File Transfer Protocol (SFTP) Upload Utility

SFTP is a portal used for customers to upload large documents or files for analysis by ViON Support Personnel. Customers can obtain a link from the ViON Support Center unique to their case, and then files can be securely uploaded to our server for analysis. Once the upload is complete, an email confirmation will be sent. You can monitor the upload status in the browser window.

3-Tier Resolution Model



About ViON Corporation

ViON Corporation is a cloud service provider with over 40 years experience designing and delivering enterprise data center solutions for government agencies and commercial businesses. The company provides a large portfolio of IT as-a-Service, including infrastructure, multi-cloud and artificial intelligence (AI) solutions. Focused on supporting the customers IT modernization requirements, ViON provides a streamlined management platform to audit and control technology in an evolving multi-cloud world. The ViON Marketplace allows customers to research, compare, procure and manage a full range of Everything as-a-Service solutions from leading manufacturers via a single portal. ViON delivers an outstanding customer experience at every step with professional and managed services, backed by highly-trained, cleared resources. A veteran-owned company based in Herndon, Virginia, the company has field offices throughout the U.S. (vion.com).



vion.com