

# Upgrade Services

Open Storage Solutions® Upgrade Service is an integrated part of our First-Line Enhanced Support services. Our contract administrator will first verify your eligibility for no-cost upgrade for your software or if there is a fee for the specified upgrade

Once that is verified, we will send a certified storage engineer to work with you onsite during the entire upgrade process. Our engineer will pre-validate your environment for compatibility to ensure your readiness for the upgrade. We will speed up the process and simplify the process, which will free up your administrator's valuable time.

We will ensure your IT staff understand and are ready to make use of any new features and functions so that you are getting the best use and highest efficiency from your upgrade.

During the upgrade services, we will help you:

- Health check your existing backup environment
- Gather environmental specifics
- Review and verify compatibility
- Identify challenges, if any, and make appropriate changes
- Install necessary patches and fixes
- Perform required software upgrade
- Test the upgraded backup software
- Demonstrate new features and functions available in the new version
- Document upgrade steps and present the document to you

Open Storage Solutions Inc have been specialists in storage management for over 25 years. Our backup software upgrade services will provide you with the confidence that your data protection infrastructure will meet your service level expectations today and continue to do so tomorrow.

