H3C Cloud Computing Expert Day
Service Product Specification
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1. Product definition

H3C Cloud Computing Expert Day Service is an expert support service provided by H3C for customers who purchased H3C cloud computing products based on standard services. It can help customers better use H3C cloud computing products and bring greater service benefits to customers.

H3C has a wealth of experienced technical experts, relying on advanced service management concepts and unique software and hardware tools, working closely with customers' technical staff and IT managers to address the needs of customers based on product-based technical services, in infrastructure and data. Provide professional and standard technical services at all levels of the business.

H3C can flexibly organize service content for customers according to their actual needs, and provide on-site technical support and remote technical support.

The positioning of cloud computing expert day service:
1. The corresponding service product was not officially released before
2. Service content that has not been fully covered in the released service products
3. Services tailored to customer needs and agreed upon with customers

2. Service Content

Cloud Computing Expert Day Service Advanced Edition is an expert day service based on the actual service requirements of the customer. The service content includes the following contents, but it is not limited to the following contents, and can be freely combined according to the actual needs of customers:

<table>
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<tr>
<th>Service name</th>
<th>Service description</th>
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<td>Major event support service</td>
<td>When new business comes online, year-end settlement, or any critical business event, you need temporary remote or on-site network support, so you can concentrate on the success of the event itself rather than concentrate on the success of the event itself rather than</td>
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complex cloud computing technologies.

Major event support services include:

- Remote and/or onsite support
- Optimized solutions to ensure the normal operation of cloud computing
- Fast troubleshooting

Cloud Computing Training Service

According to the needs of customers, we will develop a comprehensive training plan and training courses to ensure that the user's operators can operate and maintain, test, develop, etc., and the training of technicians focuses on learning knowledge and professional skills to solve safety production. The actual problem of product development is an opportunity to continuously improve the skills and practical skills of technicians, and thus comprehensively improve the comprehensive business level of all personnel.

Cloud Health Check Service

Perform health check on the hardware and software environment, parameter configuration, reliability, and security of the cloud computing operation, and give suggestions for improvement;

Cloud emergency drill service

According to the actual cloud environment of the customer, formulate an emergency drill plan and a drill plan, and conduct emergency drills with the customer to verify the robustness of the cloud platform and eliminate possible hidden dangers;

3. Features

Based on cloud computing software technical support services, customers can get professional and effective cloud computing software technical support 24/7 and gain industry-leading virtualization expertise. H3C cloud computing software technical support team members are experts in the field of virtualization. They have rich experience in virtualization planning, design,
implementation and maintenance to help customers reduce the risk of virtualized environments and accelerate the return on investment of customers.

4. **Value of customer**

(1) According to the actual business of the customer, flexible combination of service content is provided, which is closer to the actual needs of customers;

(2) H3C professional cloud computing technology experts can provide customers with more comprehensive and professional services;