

Product Bulletin



Product Bulletin: Professional Services Time and Materials (T&M)

Revision History

24 February 2008

Summary of Changes

Initial Version

This product bulletin informs NetApp sales and NetApp partners about new or changed NetApp products or services.

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1. Summary

This product bulletin announces the availability of new “generic” Professional Services (PS) hourly time and materials (T&M) service offerings. These new service offerings should be used for corner case customer engagements where a specific PS service is not available or a daily rate is not appropriate.

As a reminder, T&M part numbers have an expiration policy associated with them. For more details, please see the link in the Sales Tools section.

2. What's New

New part numbers have been defined for PS hourly and non-business hourly rates with a minimum quantity of four hours.

The hourly PS part numbers are offered in zones A, B, C, and D.

3. Sales Tools (Sales Guides, Training Presentations, SE Presentations)

N/A

4. Customer-Ready Tools (Customer Presentations, Data Sheets)

None

5. System Requirements

N/A

6. Product Information

The new Professional Services time and materials part numbers are listed below.

Part Number	Description	Discount Category Code
PS-ZA-TM-HR	Time & Materials – Hourly, ZA	P
PS-ZB-TM-HR	Time & Materials – Hourly, ZB	P
PS-ZC-TM-HR	Time & Materials – Hourly, ZC	P
PS-ZD-TM-HR	Time & Materials – Hourly, ZD	P
PS-ZA-TM-HR-NONBUS	Time & Materials - Hourly, Non-Business, ZA	P
PS-ZB-TM-HR-NONBUS	Time & Materials - Hourly, Non-Business, ZB	P
PS-ZC-TM-HR-NONBUS	Time & Materials - Hourly, Non-Business, ZC	P
PS-ZD-TM-HR-NONBUS	Time & Materials - Hourly, Non-Business, ZD	P

Software Subscription Plans

N/A

Quoting

N/A

Downloading

N/A

Product Availability

These new Professional Services T&M part numbers will be available to quote in the **March 2008** release of the Quote Tool.

7. Regulatory Compliance

Products need to be validated against the NetApp Safety/EMI Regulatory Compliance List prior to order submission. This is required to ensure that products are being sold only in the countries in which NetApp has received regulatory compliance

certification.

8. Warranty and Service

N/A

9. Additional Information

Contact Information: Please contact your NetApp sales or channel partner representative with questions concerning this bulletin.

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