

RECOVERY-SERIES PLEDGE DATA SHEET

Backup, Archiving
& Disaster Recovery

INNOVATIVE HARDWARE REPLACEMENT

Our Pledge: We'll Refresh Your Rack

Pledge provides scheduled appliance replacement and is available free with purchase of a three or five year new Recovery-Series solution.

How fast is your data growing? Studies show that business data and storage needs are growing rapidly, with a report by the International Data Corporation (IDC) indicating that the global amount of data doubles every year.¹ And we all know that hardware fails over time. Yet many organizations underestimate the future growth of critical data and the infrastructure investment needed to protect it.

“The Unitrends solution has been an absolute life saver.”

Jackie Miller
360 Federal
Credit Union

Head off hardware failure and keep pace with technology. Built-in replacement schedules refresh your rack with the latest Unitrends appliance. **Recovery-Series Pledge** provides free appliance replacement after the third year or upon renewal of your contract, giving your IT organization the benefit of enhancements and upgraded storage new to the appliance model since your original purchase.

SERVICE LEVEL	DESCRIPTION
Recovery-Series Pledge	<ul style="list-style-type: none">• Included free with three and five year appliance support packages.*• Upon support contract renewal or after the third year of support completes, whichever comes first, customers receive a free replacement equivalent appliance.

1. IDC study sponsored by EMC. <http://www.emc.com/collateral/analyst-reports/idc-extracting-value-from-chaos-ar.pdf>

*Applies to purchases of Recovery-Series appliances with three or five year maintenance agreements sold after May 15, 2014.



*See the next page
for Pledge FAQs.*

Frequently Asked Questions (FAQs) About Pledge

1. Who's eligible for a Pledge renewal?

Customers who purchase upfront the three or five year Recovery-Series solutions bundles (Base, Archiving, or Cloud).

2. What does the customer need to do to receive next generation appliance?

Ensure you have kept your support active for 4 years. Customers who bought a 3 year Recovery-Series appliance bundle will need to renew a minimum of 1 year to have support extended to year 4.

Example: A customer renews their 3 year contract on the 36th month. Unitrends ships a new appliance to the customer within 30 days. By month 37, the customer has a brand new appliance with support and maintenance included for the following year.

3. Can I renew early and get the new appliance sooner?

Yes, you can renew anytime and opt to get a newer appliance upon renewal.

4. What can I expect in the newer appliance? What are the advantages to having Pledge?

With Pledge, you will keep your rack updated with the latest version of your appliance model, including enhancements of the newest technology and capacity. Customers can expect potentially a 50% increase in storage capacities. For example, a 712 next generation appliance is expected to have a larger capacity than the 4 TB raw capacity included today.

5. Is this offer competitive compared to other vendors?

Yes. Unitrends customers receive a next generation appliances one year sooner than with other vendors, who after require the customer to wait a full four years.

6. Why isn't Pledge included in the new DRaaS solution offers?

With the DRaaS subscription offers, customers don't purchase the equipment and are free to upgrade anytime.

Get the Pledge. Contact [Unitrends Sales](#) today.