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Vendor Program Overview

Western Digital's reliable hard drives and solid state drives, marketed under the WD and HGST brands, are everywhere that digital information and content is found: in the cloud, supporting your mobile digital lifestyle; in business and personal computers; in external storage devices; in the digital video recorder in your home; and in sophisticated medical, military, aerospace, automotive, manufacturing and telecommunications systems. They also make media players that enable you to enjoy your digital content on the biggest screen in your house – your TV. Customers range from some of the largest companies in the world to individual users.

With the acquisition of Hitachi Global Storage Technologies (HGST), now a wholly owned subsidiary of Western Digital Corporation, we have expanded R&D resources, a broader product portfolio, greater manufacturing scale and a larger geographic footprint. With two successful independent subsidiaries, WD and HGST, they want to build the new WD to be the world's leading storage solutions provider.

Key Products

Arkeia Network Backup is available in three deployment modes.

- First is the traditional software deployment. It runs on Linux platforms.
- Second is the virtual appliance deployment which runs on VMware.
- Third is the physical appliance deployment. The physical appliances range in raw capacity from 2TB all the way up to 48TB. (1TB – 40TB useable capacity)

Arkeia supports backup of all major operating system platforms including UNIX, Netware, Solaris, AIX, HP-UX, Windows, Mac, and Linux.

We also offer 15 hot backup agents including all of the most common databases and applications such as SQL, Exchange, SharePoint, Oracle, Lotus, etc.

Virtual Environments:

- For VMware environments, we offer a vmWare/vStorage agent which integrates into your vStorage API, allowing an image level backup of all vms with a file level restore capability.
- We also offer a Hyper-V Agent.
- Other virtual hypervisors (Xen, RHEV, etc) we backup by installing a file agent inside each "guest" vm.

We support backup to disk, tape and cloud.

We also have replication options, which support both local replication (D2D2T) as well as remote replication (offsite/cloud replication).

Maintenance/Support

Available for pre-purchase up to 5 years. There are three levels of support: Bronze/Silver/Gold.

**Pricing Example: Annual renewal of Bronze maintenance is 18% media

Authorization Requirements

WD Arkeia requires that you are a registered partner in order to quote/order the product. We are able to put you in contact with the a WD Sales Rep who can assist you in getting registered.

Ordering Requirements

WD Arkeia requires a PO to be sent to the desk. Please include:

1. Reseller information
2. PO number
3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address (email domain must match business name)

Product Delivery

WD Arkeia has most of their products delivered electronically except their appliances, which are physically shipped. Orders take between 2-3 days for delivery.

Renewals

Renewals must be purchased within 30 days of the renewal date of the license. Renewal notices are sent directly from WD Arkeia.

Returns Overview

WD Arkeia has no return policy.

Any exception is to be approved by WD.

Please contact the licensing desk with any questions.

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