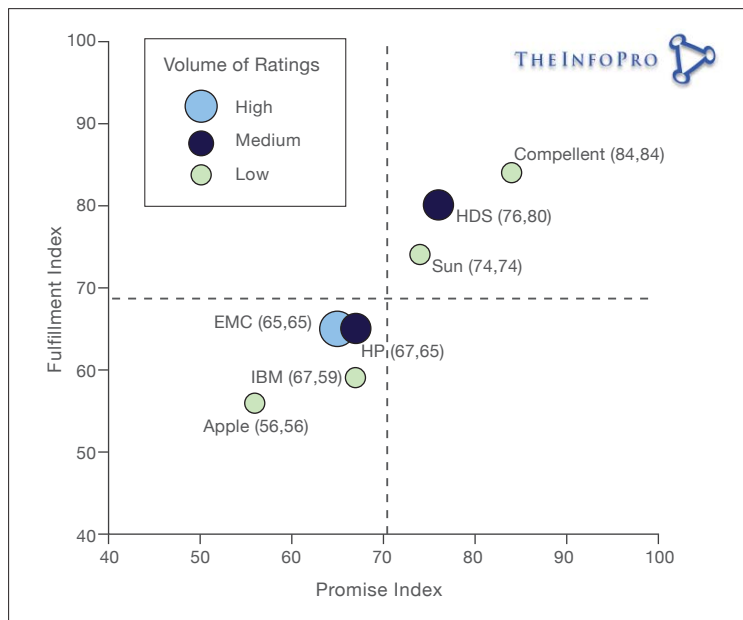


COPILOT SUPPORT™

Delivering a Higher Level of Enterprise Support

A company's data is one of its most important assets, which makes supporting the systems that store your data a high priority. Your storage support team should be available whenever you need them, proactively diagnosing and immediately addressing any issues that arise in an efficient and effective manner.



The InfoPro survey shows Compellent with the highest possible score for Technical Support.

Compellent Copilot Provides Proactive Support

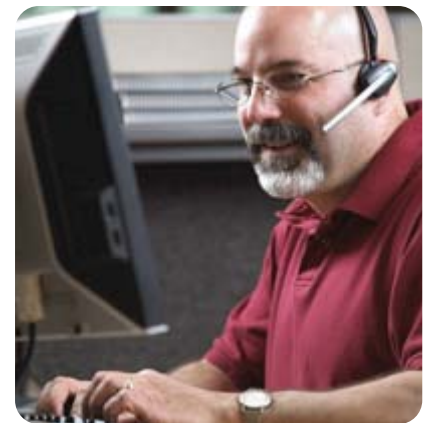
Copilot Support goes beyond traditional support offerings to provide a more proactive approach to managing your Compellent storage environment. The Copilot team of storage experts provides around the clock, prompt phone support and proactive remote monitoring. This integrated support offering is designed to ensure the satisfaction of every Compellent customer.

End-to-End Support of Your Storage Solution. Total ownership of your solution delivers quick and consistent coverage, regardless of third party issues. Unique PhoneHome technology proactively monitors your Compellent SAN to provide rapid issue identification and problem avoidance.

Single Point of Contact and Contract. Complete ownership of every issue speeds resolution. Expert technicians are available 24x7 to provide technical support from a state-of-the-art call center.

Delivers World-Class Satisfaction. The right combination of processes, expertise and tools ensures Compellent customers are highly satisfied.

Ensuring the Satisfaction of Every Compellent Customer.



The Copilot Support team delivers live technical assistance when you call.

KEY BENEFITS

- » Single point of contact for entire storage solution drives efficient issue resolution
- » Total ownership of end-to-end solution provides complete coverage
- » Immediate response from 24x7 technical support addresses issues as they arise
- » Ensure high system availability with Phone Home's proactive problem diagnosis and resolution

The May 2007 InfoPro study shows Compellent with the highest scores among major storage vendors for Innovation and Customer Satisfaction.

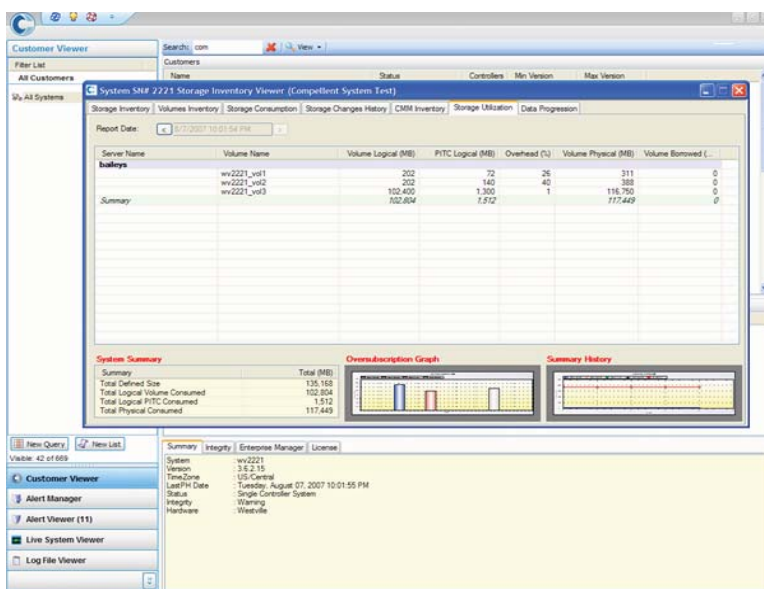
Complete Ownership Drives Efficient Resolution

As your single point of contact, Copilot Support can help ensure efficient and effective issue resolution. Compellent technicians support your entire storage solution, from software and hardware to third-party products. All support is delivered from Compellent's U.S. headquarters, located in the same facility as development and engineering teams to maximize knowledge sharing and speed time to resolution.

- » Copilot Support is available 24 hours a day, 7 days a week, 365 days a year
- » State of the art command center tracks issues and manages incidents
- » Proactive notification of issues, quick and expert issue resolution maximize uptime
- » 4-hour response available 24 hours a day within 75-mile radius; advanced hardware parts exchange with onsite assistance
- » Single point of contact eliminates finger pointing

Combination of Proactive Processes and Tools Ensures High Customer Satisfaction

Compellent's unique all channel model ensures that trusted advisors work closely with end users to develop and deliver the appropriate services. With sophisticated tools, including automated Phone Home event notification, Copilot Support gathers system data to make recommendations. These proactive tools and Compellent's staff of technical experts help Copilot Support to consistently achieve high ratings in customer satisfaction.



- » All tools were integrated into the Compellent architecture from the beginning, to ensure a positive customer experience
- » Proactive approach rapidly alerts customers to current or future issues, oftentimes before issues are discovered at the customer site
- » Compellent achieved a 100 (highest possible score) on Fulfillment, consisting of Value for the Money, Product Quality, Delivery as Promised, and Technical Support in a recent InfoPro survey of major storage vendor customers.

Phone Home Provides Proactive Monitoring: *Sophisticated tools and proven processes provide rapid problem diagnosis and resolution.*

Ensuring the Satisfaction of Every Compellent Customer

To make the most of your Compellent SAN, Copilot Support proactively manages your total storage solution. Beyond standard software and hardware warranty offerings, Copilot integrates technical support with on-site services to provide a broad range of support. A single point of contact and contract speeds issue resolution to ensure world-class satisfaction for every customer.

COPILOT SUPPORT SPECIFICATIONS

- » 24x7 technical support
- » Single point of contact
- » 4-hour onsite hardware technical assistance
- » Minor and patch release software
- » Onsite replacement coverage
- » Automated event notification
- » Advanced hardware parts exchange
- » Troubleshooting, removal and installation of replacement parts
- » Schedule and event-based Phone Home

COMPELLENT

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ABOUT COMPELLENT

Compellent is a leading provider of enterprise-class network storage solutions that are highly scalable, feature-rich and designed to be easy to use and cost effective.
