

TITLE:	WD Guardian Services	DATE REVISED:	10.13.14
ID:	M135	BY:	ADT

SPLASH BLOCK	
IMAGES:	
WD Guardian™ Services While WD® offers standard customer support and a standard warranty to all owners of WD Sentinel DX4000 small office storage server, WD Guardian Services provide additional support and warranty options for small business customers. In this module, you can learn all about WD Guardian Services. By the time this tutorial is over, you will be able to: • Identify who is likely to purchase these support services and extended warranty • Understand what makes these offerings unique • Learn the key features and benefits of these offerings for the customer Time to complete with Quiz: 15 minutes	
BUTTON:	Begin Tutorial
BUTTON:	Take Quiz

INTRODUCTION BLOCK	
IMAGES:	
Business owners can choose from various support plans and extended warranty services that work best for their business at a very affordable price. WD Guardian is ideal for: • Small business owners and managers who want the added peace of mind that the additional support and warranty options can offer • Value Added Resellers (VARs) who want to offer customers additional support services and an extended warranty option with their purchase of WD Sentinel DX4000	

CONTENT BLOCK 1		BLOCK TYPE:	ACCORDION
IMAGES:			
Top Features Review these unique features that make WD Guardian Services a great service solution: Standard Support - Free 30-day technical support, from the time of your first call. Available within the standard 3-year limited warranty period. - Standard RMA services¹ - Advance replacement options¹ - Rapid hardware replacement for additional cost¹ WD Guardian Express - Includes the standard support plus - Hardware support and express parts replacement for the duration of the plan² - Available in either a 1-year or a 3-year plan with an option to renew - Must be activated within 30 days from the date of purchase WD Guardian Pro - All of the features of the WD Guardian Express plus - Business hours technical support for the duration of the plan³ - Hardware support and express parts replacement² for the duration of the plan - Priority access to technical support through a dedicated support line - Available in either a 1-year or a 3-year plan with an option to renew - Must be activated within 30 days from the date of purchase Standard Warranty - A 3-year limited warranty is included with the purchase of WD Sentinel DX4000. It covers the enclosure, drives shipped at purchase and the power adapter. WD Guardian Extended Care - Extends the warranty for two additional years, for a total of a five-year limited warranty. - Must be purchased and activated while your WD Sentinel product is still within its 3-year standard limited warranty period - WD Guardian Extended Care cannot be renewed for the same WD Sentinel product¹			

¹ For more information about Standard RMA Services, Advance Replacement Options and Rapid Hardware Replacement, as well as turnaround times for your region, please visit <http://support.wdc.com>

² WD pays for shipping to customer site. Customer pays shipping of the old part back to WD. Next business day parts replacement is available in select countries. Turnaround time may vary based on time of call and the region. Please visit www.wdguardian.com for details.

³To obtain support phone numbers and hours in your region, please visit <http://support.wdc.com>.

CONTENT BLOCK 2		BLOCK TYPE:	CAROUSEL
IMAGES:			
Qualifying The Customer Consider the following customer scenarios when recommending WD Guardian Services: Customer #1 “This is my first Sentinel. What happens if I have a problem with it and need a replacement part?” <i>Would your customer’s business be at risk if their WD Sentinel stopped working and required a replacement part that they did not have? - If the answer is “Yes,” then WD Guardian Express is the perfect plan for you because it provides hardware support and express parts replacement for the duration of the plan.</i>			
IMAGE #1:			
Customer #2 “I run an small office of about ten people, and I have no IT person. What happens when I need technical support? I don’t know anything about these.” <i>Does your customer have an in-house IT professional with the expertise and experience to troubleshoot all of their IT-related issues? – If the answer is “No,” then WD Guardian Pro is the ideal plan for your business because it provides business hours technical support, hardware support and express parts replacement, and priority access to technical support through a dedicated support line.</i> .			
IMAGE #2:			
Customer #3 ““I just bought this Sentinel and plan to use it for at least the next five years. Is there a way to extend the included 3-year limited warranty?”			

Does your customer plan to use your WD Sentinel for several years and want more than just a 3-year warranty? – If the answer is “Yes,” then you should purchase WD Guardian Extended Care because it extends the WD Sentinel warranty by two additional years so you have a five-year limited warranty instead of the standard 3-year warranty.

IMAGE #3:

CONTENT BLOCK 3		BLOCK TYPE:	NORMAL
IMAGES:			

Recap

Western Digital’s WD Guardian Services provide small business customers with an economical means to obtain additional support and warranty options for their WD Sentinel DX4000.

- WD Guardian Express**

Available in one or three year plans, WD Guardian Express is ideal for users who want to protect their hardware investment with next business day¹ parts replacement. This plan is ideal for users who already have an in-house IT expert and only require basic hardware support and expedited replacement of parts from the WD customer service team.

- WD Guardian Pro**

Available in one or three year plans, WD Guardian Pro is perfect for users who wish to maintain their own storage server and in addition to expedited replacement of parts also need access to WD’s Technical Support when extra assistance is needed.

- WD Guardian Extended Care**

WD Guardian Extended Care extends the standard 3-year limited warranty of your WD Sentinel product for an additional two years, bringing the duration of your warranty to five years. This is ideal for small business owners who prefer longer warranty periods and want the added peace of mind that an additional two years of warranty can provide.¹

¹ Turnaround times vary by region. For specific information by region, refer to the “Replacement Service Turnaround Time and Support Hours of Operation” matrix is available at <http://support.wdc.com/product/WDGuardianDX4000.asp>

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QUIZ

QUESTION 1		BLOCK TYPE:	MULTIPLE CHOICE
TITLE:	Best Plans		
WD Guardian Extended Care is available in either a 1-year or a 3-year plan a) True b) False			
Correct Feedback:	That’s Correct!		
First Attempt:	Incorrect, Please try again		
Second Attempt:	Sorry, that’s Incorrect. The correct answer is: False		

QUESTION 2		BLOCK TYPE:	MULTIPLE CHOICE
TITLE:	What's Wrong		
Which of the following is NOT true about WD Guardian Express? a) Includes the standard support b) Hardware support and express parts replacement for the duration of the plan c) Choose either a 1-year or a 3-year plan with an option to renew d) Must be activated within 60 days from the date of purchase			
Correct Feedback:	That's Correct!		
First Attempt:	Incorrect, Please try again		
Second Attempt:	Sorry, that's Incorrect. The correct answer is: Must be activated within 60 days from the date of purchase		

QUESTION 3		BLOCK TYPE:	MULTIPLE CHOICE
TITLE:	Best Features		
Which of the following is a feature of WD Guardian Pro? a) Business hours technical support for the duration of the plan b) Hardware support and express parts replacement for the duration of the plan c) Priority access to technical support through a dedicated support line d) All of these			
Correct Feedback:	That's Correct!		
First Attempt:	Incorrect, Please try again		
Second Attempt:	Sorry, that's Incorrect. The correct answer is: All of these		

QUESTION 4		BLOCK TYPE:	MULTIPLE CHOICE
TITLE:	Extended Care		
WD Guardian Extended Care can be renewed as long as a small business customer renews it for the same WD Sentinel product. a) True b) False			
Correct Feedback:	That's Correct!		
First Attempt:	Incorrect, Please try again		
Second Attempt:	Sorry, that's Incorrect. The correct answer is: False		

QUESTION 5		BLOCK TYPE:	MULTIPLE CHOICE
TITLE:	Ideal Use		
WD Guardian Pro is ideal for: a) Small business owners who want to protect their hardware investment with next business day parts replacement. b) Small business owners who prefer longer warranty periods and want the added peace of mind that an additional two years of warranty can provide. c) Small business owners who wish to maintain their own storage server and also get access to WD’s Technical Support when extra assistance is needed. d) All of these			
Correct Feedback:	That’s Correct!		
First Attempt:	Incorrect, Please try again		
Second Attempt:	Sorry, that’s Incorrect. The correct answer is: Small business owners who wish to maintain their own storage server and also get access to WD’s Technical Support when extra assistance is needed.		