



**Hi-Track Rebranding
Frequently Asked Questions
June 25, 2019**

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Summary

This fall, Hitachi Vantara will begin rebranding Hi-Track, our remote monitoring service, with a new name: Hitachi Remote Ops.

The rebrand will start with Hitachi Virtual Storage Platform (VSP) G and VSP F series marketing content as well as product and service manuals. Ultimately, the rebrand will cover all in-market products managed via Hi-Track (see table below). Product links will stay the same to ensure there are no customer disruptions while we change the name.

The name change is a part of a larger initiative to modernize Hitachi Vantara’s remote diagnostic and support services for the future, so they are end-user focused and cloud-based for ease of access. This initiative will simplify service engagements and improve customer experiences by giving end-user IT teams direct access to predictive support insights built from 1000s of systems over 30 years.

Note: End-of-life products, some NDA materials and other materials will not be updated to the new Hitachi Remote Ops name.

Why is Hi-Track being rebranded?

The rebranding was done for two reasons. First, the Hi-Track brand was no longer in compliance with Hitachi Ltd. trademark standards, requiring us retire the brand from continued usage. Second, a new name was requested as part of a strategic initiative to provide cloud-based insights into the operational metrics of Hitachi storage systems.

When and where will we see the branding changes?

Over the next several weeks, the Hi-Track portal will be renamed and references to Hi-Track in marketing collateral, user guides and support manuals will begin to be updated to reference Hitachi Remote Ops instead of Hi-Track.

The Hi-Track brands for currently available services will be renamed as follows:

- Hi-Track Remote Monitoring System → Hitachi Remote Ops
- Hi-Track Monitor → monitor agent
- Hi-Track SVP Agent → monitor service processor agent
- Hi-Track Remote Access Control Center → remote access control center agent

The target dates to complete these changes are found in the following table:

	VSP G and VSP F series (all models)	VSP N series	Hitachi NAS Platform (HNAS) 3000 series and HNAS 4000 series	Operations Software Hitachi Command Suite (HCS), Hitachi Infrastructure Analytics (HIAA), Hitachi Automation Director (HAD)	Hitachi Content Platform (HCP)	Hitachi Unified Compute Platform CI (UCP CI) and Hitachi Unified Compute Platform Advisor (UCP Advisor)
Marketing collateral	Oct 1, 2019	Oct 1, 2019	Oct 1, 2019	Oct 1, 2019	Oct 1, 2019	Oct 1, 2019
User docs – current revs	Oct 1, 2019	Oct 1, 2019	Oct 1, 2019	Oct 1, 2019	Oct 1, 2019	Oct 1, 2019
User docs – old revs	None	N/A	None	None	None	None

Technical pubs	April 1, 2020	April 1, 2020	April 1, 2020	April 1, 2020	April 1, 2020	April 1, 2020
Service manuals	April 1, 2020	April 1, 2020	April 1, 2020	April 1, 2020	April 1, 2020	April 1, 2020
P-code descriptions	None	None	None	None	None	None

Note that the p-codes descriptions that already include Hi-Track will not be changed as this could disrupt our ability to maintain order flows.

Will the URL to the Hi-Track portal change?

The Hi-Track portal URL will not change and will continue to be <http://hitrack.hds.com>.

Customers who perform self-installations will continue to download Hi-Track from the [Support Portal downloads page](#).

What should I know about the bigger customer experience initiative?

More details will be provided over the next few months, but for now, be aware that we are working to provide cloud-accessible insights that will enable customers to view, via a global dashboard, their Hitachi inventory, potential risk conditions, active alerts, performance results, support ticket status, compliance status and more. The dashboard will utilize the same telemetric data that Hi-Track pulls from those systems.

A major benefit of this effort will be to improve your ability to proactively support your customers, recommend upgrades needed to expand those systems with growing data storage demands and identify places where value-added services and software should be implemented to safeguard data and ensure maximum performance.

The release timeline is still being finalized and we will provide this information when it becomes available.

What should I tell my customers about the Hi-Track name change?

Tell them that the Hi-Track brand is being replaced as part of a longer-term effort to modernize our remote diagnostic and support services. Let them know that the remote monitoring services they've long enjoyed will continue to be available, we are making them cloud-based for ease of use, as well as customer accessible for a better user experience.

[Learn More](#)

Internal

Questions about traditional Hi-Track services can be directed to [Chad Grimes](#).

Questions about the Hi-Track rebranding process can be directed to [Mark Adams](#).

Partners

For more information, please contact your partner manager or authorized distributor.