



## Overland Storage Enhances Worldwide Product Service and Support Offerings

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### **OverlandCare Program Delivers Enterprise-Class Support for Customers, Offers Around-the-Clock Global Call Center, Enhanced Onsite Installation and Maintenance Services**

SAN DIEGO, CA, Jul 13, 2011 (MARKETWIRE via COMTEX) --Overland Storage, Inc. (NASDAQ: OVRL), the trusted global provider of effortless data management and data protection solutions across the data lifecycle, today announced enhanced OverlandCare service offerings for the company's entire line of SnapServer NAS, SnapSAN, NEO Series tape products and REO Series VTL solutions. Featuring new onsite service and installation options, round-the-clock phone access to solution experts, as well as proof of concept and architectural design offerings, the expanded OverlandCare program strengthens the company's ability to provide comprehensive technical assistance on a global scale. The enterprise-class components and flexibility of the tiered offering also empower Overland channel partners to easily customize and sell complete service and support solutions to meet customers' specific needs.

Overland's new centralized global solution call center integrates with its regional solution call center infrastructure across all of the company's product lines. This network of solution centers provides a framework of support and services designed to enable customers to spend less time managing their infrastructure and focus more on technology innovation to grow their business.

#### Key Benefits of OverlandCare

- Significant investment by Overland Storage in infrastructure and solution call center resources to ensure quick response and one-call resolution for customers
- 24x7x365 global call center technical support now available on all Overland Storage products
- Optional four-hour onsite support now available worldwide on all SnapServer NAS, SnapSAN, NEO Series Tape and REO Series VTL products
- Onsite installation services and support for the entire Overland Storage line of data backup and data protection products
- Proof of concept and architectural design services available for the deployment of complex solutions within customers infrastructure
- Warranty certification delivery system, featuring automatic electronic distribution of warranty certificates and entitlement validation
- Secure service portal, including online product registration and access to services-related information such as the ability to track and log service calls in real time

"Strengthening our services offerings for all Overland Storage products worldwide is an important component of our commitment to making enterprise-class support and services available to companies of all sizes," said Eric Kelly, CEO of Overland Storage. "Even as the amount of data constantly grows, we believe that the technology to store, manage and protect that data should be easy to buy, easy to deploy and easy to maintain so that companies can focus on their primary business activities. Our enhanced OverlandCare offerings further our ongoing commitment to deliver effortless data protection and data management solutions to the market."

For more information, visit: [http://support.overlandstorage.com/support/overland\\_care.html](http://support.overlandstorage.com/support/overland_care.html).

About Overland Storage Overland Storage is the trusted global provider of effortless data management and data protection solutions across the data lifecycle. By providing an integrated range of technologies and services for primary, nearline, offline, archival, and cloud data storage, Overland makes it easy and cost effective to manage different tiers of information over time. Whether distributed data is across the hall or across the globe, Overland enables companies to focus on building their business instead of worrying about data growth. Overland SnapServer, SnapSAN, NEO and REO solutions are available through a select network of value added resellers and system integrators. For more information, visit [www.overlandstorage.com](http://www.overlandstorage.com).

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