

ALCATEL-LUCENT ENTERPRISE SUPPORT SERVICES FOR NETWORK INFRASTRUCTURE PRODUCTS

SERVICES TO IMPROVE YOUR RETURN ON INVESTMENT

Today's corporate networks are facing unprecedented challenges, ranging from the proliferation of real-time applications, to the explosion of the 'bring your own device' (BYOD) trend, to the growing need for virtualization. To help turn these challenges into competitive advantages, Alcatel-Lucent Enterprise offers a suite of Wi-Fi, LAN switching, routing, and management products for the converged campus network and the data center network.

To get the most out of your network investment, it often takes more than just products; it requires expert support and regular system updates. To help maintain your network's performance and improve your return on investment, Alcatel-Lucent Enterprise offers Support Services for Wi-Fi, LAN switching, routing, and management products for the converged campus network and the data center network. These services enhance the products value in the network infrastructure by providing direct access to expert technical support from Alcatel-Lucent Enterprise, new and improved operating system releases, unlimited access to online resources directly from Alcatel-Lucent Enterprise, and a variety of flexible hardware support options.



SUPPORT SERVICES AT A GLANCE

- 24x7 Telephone Support
- 24x7 Remote Diagnostics
- 24x7 Online support portal access
- Operating system updates and upgrades
- Advance hardware replacement options

24X7 TELEPHONE SUPPORT

Alcatel-Lucent Enterprise global Welcome Center is staffed twenty four hours per day, seven days per week, 365 days per year. The Welcome Center is the one stop

shop to request support from technical experts, request hardware replacement, and any other request related to the Support Service. The staff will take care of your request and will categorize it with the appropriate severity so resolutions are provided in the most effective way.

24X7 REMOTE DIAGNOSTICS

Limitless access to our technical support through service requests

Support Services provides 24x7 access directly to Alcatel-Lucent Enterprise technical experts over the phone. Alcatel-Lucent Enterprise has 360 technical experts across 16 locations worldwide to answer product-related questions, provide consultation on how to optimize configuration- requirements, diagnose system issues, and offer solutions for those issues to mitigate business impact. Customers also benefit from industry-leading service level agreements (SLAs) for response, restoration and resolution, which are tightly monitored to provide organizations with peace of mind that service requests will be handled expeditiously.

ONLINE SUPPORT

Track your service request Status online

Access to the support portal is available 24 hours a day. This provides the ability to create new service requests as well as view open and closed service requests for every registered user from a single customer. Users can also view the level of support available for all their products on the support portal. The site also provides access to the Technical Knowledge Center offers (TKC). The TKC is a searchable database with technical tips, "how-to" guides, and known issues that will assist in self-diagnostics and problem resolution. Finally, documentation like user guides, troubleshooting guides, release notes, product notices and are available for download as well.



OPERATING SYSTEM UPDATES AND UPGRADES

Limitless software downloads
Support Services provides on line access to operating system updates and upgrades(*) as soon as they are available through the online support portal. These updates and upgrades help protect network investments by ensuring solutions integrate the latest improvements and features that can provide important business benefits throughout the network.

* Some products require the separate purchase of upgrade licenses to move to the newest release.

ADVANCE HARDWARE REPLACEMENT OPTIONS

Alcatel-Lucent understands that one type of support may not be suitable for all networks. Providing a range of hardware support options allows organizations to mix-and-match the coverage they feel best fits their business. Coverage can be adjusted based on networking device, physical location, or any combination needed to provide rapid access to critical replacement parts whenever and wherever necessary.

BENEFITS

Support services enhance your network investments by:

- Ensuring continuous peak network performance with access to skilled experts 24x7
- Providing faster problem resolution and improved network knowledge with online access to valuable support knowledge base
- Protecting investments with access to the latest software features
- Improve network up time with access to replacement parts when needed

PRODUCT FAMILIES

- OmniSwitch switches for Campus Access, Campus LAN Core, and Data Center
- OmniAccess WLAN controllers, switches, and access points and instant access points
- OmniVista 2500 NMS/3600 AM

MARKET-LEADING CUSTOMER SATISFACTION RATES

With more than 10,000 square meters of testing labs, comprehensive technical skills, proximity to enterprises around the globe, Alcatel-Lucent Enterprise Technical Support continues to provide customer satisfaction that surpasses the market average.

FOR MORE ALCATEL-LUCENT ENTERPRISE SERVICES

With its comprehensive services offering, Alcatel-Lucent helps enterprises benefit from a secure, high-performing network infrastructure throughout its life cycle.

For additional details, please visit our [Enterprise Services webpage](#).

SUPPORT SERVICES OPTIONS

Several support options are available; please see the table below for the features included in each option:

	SUPPORT SOFTWARE	SUPPORT PLUS	SUPPORT TOTAL ⁽¹⁾
24x7 Telephone Support	✓	✓	✓
24x7 Remote Diagnostics	✓	✓	✓
Online Support	✓	✓	✓
Operating System Updates / Upgrades ⁽²⁾	✓	✓	✓
Advance Hardware Replacement - Next Business Day ⁽³⁾⁽⁴⁾		✓	
Advance Hardware Replacement - 4 Hour ⁽⁴⁾			✓

Note 1 - Only available in North America and in limited locations

Note 2 - SUPPORT Software for OmniVista 2500 entitles one to updates only;

Note 3 - Hardware Replacement will be delivered next business day where available, otherwise it shall be shipped next business day

Note 4 - Service includes parts shipment