

Enterasys SupportNet: Maintenance Solutions



Comprehensive Support Solutions from Enterasys

Your network runs 24x7 and although you have a staff to support it, who do they go to for answers when they have technical questions or issues? Designed for customers who need to supplement their network resources with a level of technical product knowledge only found through the manufacturer, SupportNet provides that expertise. With support levels ranging from 24x7 telephone support up to a 4-hour on-site response, SupportNet enables you to access our experts who provide in-depth troubleshooting information and answers to your technical questions - all just a phone call or web site visit away. Enhance your warranty support with an award winning support option from Enterasys Networks.

SupportNet Features

- **24 x 7 Telephone Support:** Unlimited access to our 100% in-sourced support center at any hour via our toll-free technical support hotline.
- **Firmware Updates and Upgrades:** Receive priority access to valuable firmware updates that can be downloaded from our website.
- **Software and Secure Network Appliance Support (SNA):** Access to major and minor releases ensures that your application software and Security Appliances are up to date and operating at peak performance.
- **Web Support:** Take advantage of 24 x 7 web support for answers to common questions and technical documentation through our searchable online knowledgebase.
- **Replacement Parts:** Receive advance replacement product from any of our globally located stocking centers according to your selected response time: next business-day, same business day, two-hour or four-hour response options.
- **On-site Response:** An Enterasys Field Representative will help you diagnose network faults, manage on-site logistics, and serve as a liaison with product engineers for problem escalation when necessary – available in next-business day, same business day, two-hour or four hour response options.

Benefits

Our Expertise

- 94% First person resolution
- 97% Customer satisfaction
- 100% In-house support center

Improved Network

Availability & Productivity

- SupportNet can help you limit the effects of unplanned downtime and boost employee productivity, ensuring maximum revenue and customer satisfaction.

Reduced Total Cost of Ownership

- It's likely that the lifecycle costs of operating your technology environment will exceed the initial purchase price. SupportNet allows you to configure, maintain, support, upgrade and manage this environment cost effectively—for the greatest return on your investment.

“We have been using Enterasys products for many years. The responsiveness of their support organization is the best we receive from all of our technology vendors. The Enterasys GTAC truly is a valued member of our support team.”

Brent Herring
Associate Director of IT
University of Central
Arkansas

**There is nothing more important
than our customers.**

SupportNet Service Levels*

SupportNet Service Levels	Software Application Support	Good Option			Best Option		
		NBD Part Replacement	SBD Part Replacement	4 Hr Part Replacement	NBD On-Site Response	SBD On-Site Response	4 Hr On-site Response
Telephone Support	24x7	24x7	24x7	24x7	24x7	24x7	24x7
Software Releases	Included	SNA Only**	SNA Only**	SNA Only**	SNA Only**	SNA Only**	SNA Only**
Web Support	Included	Included	Included	Included	Included	Included	Included
Firmware Upgrades	N/A	Included	Included	Included	Included	Included	Included
Hardware Replacement	N/A	Next Business Day Delivery	8x5 with 4 Hour Delivery	24x7 with 4 Hour Delivery	Next Business Day Delivery	8x5 with 4 Hour Delivery	24x7 with 4 Hour Delivery
On-Site Labor	N/A	Not Included	Not Included	Not Included	Next Business Day Response	8x5 with 4 Hour Response	24x7 with 4 Hour Response

*Service levels vary by location. For more information about availability in your area, please contact your local Enterasys Representative or visit www.enterasys.com/support.

**SupportNet Services for Security Network Appliance (SNA) include subscription to software releases and signature file updates.

Why SupportNet?

Enterasys understands that superior service and support is a critical component of your overall network reliability. That's why our SupportNet portfolio—a suite of innovative and flexible service and support offerings—completes your solution. SupportNet customers enjoy a 94% first person resolution rate from our 100% in-house support center team who collectively average over 12 years of technical experience. Additionally, SupportNet customers report a satisfaction rate of 97%. Enterasys' SupportNet offers all of the post-implementation support services you need—online, onsite or over the phone—to maintain high network availability and performance.

To Learn More

Enterasys' network support team can help you respond to evolving threats, increase operational efficiencies and reduce complexity. To learn more, contact your local Enterasys sales representative, an authorized Enterasys partner or visit www.enterasys.com/support.

“Our experience with working with Enterasys's GTAC has been very positive. Our support calls to Enterasys are resolved quickly when compared to other call centers.”

Matthew McEwen
Vice President
Stephens Support Services

Contact Us

For more information, call Enterasys Networks toll free at **1-877-801-7082**, or +1-978-684-1000 and visit us on the Web at enterasys.com



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