



- **A range of support services to complement your resources with a level of technical knowledge only found through the manufacturer**
- **Reduce the total cost of ownership for the greatest return on your investment**
- **Supplement your existing staff—without investing in new personnel**

## Enterasys Networks SupportNet Technical Access Services<sup>1</sup>

### A Solid Support Foundation to Keep Your Network Up and Running

Your network needs to be running 24x7. Though you have a staff to support it, who helps them 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 Technical Access** provides that expertise. Along with firmware updates and upgrades and 30-day or less repair of failed products, you'll also benefit from telephone and web support 24x7, so in-depth troubleshooting information and answers to your technical questions are all just a phone call or web visit away.

If your business environment requires rapid parts replacement to minimize interruptions, consider Enterasys SupportNet, SupportNet Premium, SupportNet Onsite, or SupportNet Onsite Premium. With Enterasys SupportNet and SupportNet Premium, you can receive advance replacement parts, minimizing network downtime without a major investment in inventory. Enterasys SupportNet Onsite and SupportNet Onsite Premium include an added onsite engineering response feature.

### Consider these benefits...

- **Enhanced business performance.** The right level of support means a more efficient network, where applications run smoothly, users stay connected, assets remain secure and the job gets done—on time and on budget.
  - **Improved network availability and increased productivity.** The SupportNet “safety net” can help you limit the effects of downtime and boost employee productivity, ensuring maximum revenue and customer satisfaction.
  - **Reduce the total cost of ownership.** It's likely that the lifecycle costs of operating your technology environment will exceed the initial purchase price, and SupportNet allows you to configure, maintain, support, upgrade and manage this environment cost effectively—for the greatest return on your investment.
  - **Faster implementation of new technologies.** Deploy new technologies or services—like convergent applications such as VoIP and video streaming—or update existing technologies quickly to take advantage of improved features and functionality. With SupportNet, your network can handle it without additional upgrades.
  - **More efficient use of scarce technical resources.** Benefit from the knowledge and skills of talented technical staff—without investing in new personnel. And reduce the person-hours necessary to keep your infrastructure running at peak efficiency.
- **24 x 7 telephone support**
    - Access our support call center at any hour, in any time zone via our toll-free technical support hotline.
  - **Firmware updates and upgrades**
    - Receive priority access to firmware updates that can be downloaded from our website.
  - **Web support**
    - Take advantage of 24 x 7 web support for answers to common questions and technical documentation.
  - **Return to factory repairs**
    - In the event a product is found to be defective, Enterasys will repair or replace the product within 30 days.

**ENTERASYS**  
NETWORKS™

<sup>1</sup>SupportNet Services are available in North America only.

## The Enterasys Support Philosophy

At Enterasys, we have a real commitment to partnership. In fact, our high-touch business model emphasizes long-term partnerships and dedication to the success of your solution for the life of the network. We work to understand your unique needs and meet those requirements with innovative, proven and cost-effective solutions.

That's why we offer complete solutions instead of simply selling products. And it's also why we've developed comprehensive, customer-centric support programs. Enterasys SupportNet helps you ensure that your

infrastructure is available where and when it's needed, and provides the updates and upgrades you need to feel confident that the solutions that make up your infrastructure won't become obsolete with changes in technology. Simply put, support completes the Enterasys solution—going beyond “emergency” protection to be a vital part of the lifecycle of the solution.

Enterasys Support ensures that you are empowered by providing high-quality, on-line support and knowledge tools as well as other information, services and resources—on demand.

## ORDERING INFORMATION

ES-SN-TA-S## SupportNet Technical Access

*Note: When ordering service on a product, the suffix (S##) will include the appropriate band number of the part to which the specific product is attached.*

## ADDITIONAL INFORMATION

For additional information on the SupportNet Services, please refer to the following documents:

- SupportNet Overview Brochure <http://www.enterasys.com/services/supportnet/9013238.pdf>
- SupportNet and SupportNet Premium Services Data Sheet <http://www.enterasys.com/services/supportnet/9013267.pdf>
- SupportNet Onsite and SupportNet Onsite Premium Services Data Sheet <http://www.enterasys.com/services/supportnet/9013236.pdf>
- SupportNet Software Application Service Data Sheet <http://www.enterasys.com/services/supportnet/9013268.pdf>

## CONTACT INFORMATION

To find out how Enterasys Services can help you meet your networking needs—and keep your competitive edge—call your Enterasys sales representative or visit the web at [enterasys.com/services](http://enterasys.com/services).

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NOTE: Enterasys Networks reserves the right to change specifications without notice. Please contact your representative to confirm current specifications.

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