

# SUPPORT SERVICES

## FOR Wi-Fi AND LAN ACCESS, CORE SWITCHES AND DATA CENTER SWITCHES

Alcatel-Lucent understands that corporate networks face 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 has a suite of Wi-Fi, LAN switching and management products for the converged campus network and the data center network.

Alcatel-Lucent Enterprise Support Services for OmniAccess™, OmniSwitch™, and OmniVista™ enhances the value of these products in the network by providing expert technical support, operating system releases, unlimited access to online resources, and a variety of flexible hardware support options. This helps to ensure enterprise networks run at peak performance and maximize return on investment.

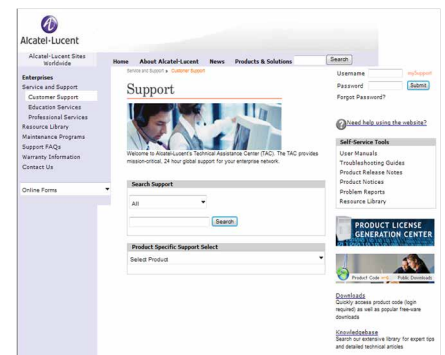


### SUPPORT SERVICES AT A GLANCE

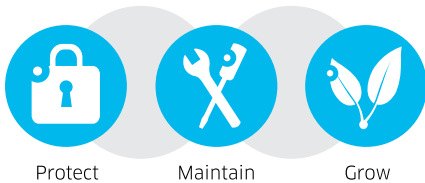
- 24x7 technical assistance: live phone and chat support; 24x7 remote diagnostic support
- Online support: web-based service requests; online support documentation; knowledge base access
- Operating system releases: immediate access to the latest releases
- Hardware support: hardware replacement options (repair and return, next business day advanced replacement, same day replacement)

questions, provide consultation on how to optimize configurations to meet business requirements, diagnose system issues, and offer solutions for those issues to mitigate business impact. Organizations also benefit from industry-leading service level agreements (SLAs) for response, restoration and resolution, which are tightly monitored by management to provide organizations with peace of mind that service requests will be handled expeditiously.

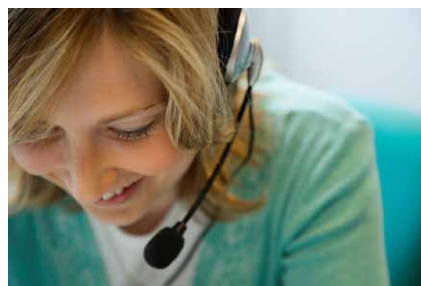
### ONLINE SUPPORT



Access to mySupport is available 24 hours a day through support services. Users can create new service requests as well as view open and closed service requests that they or others in their company have submitted. Users can also view the level of support available



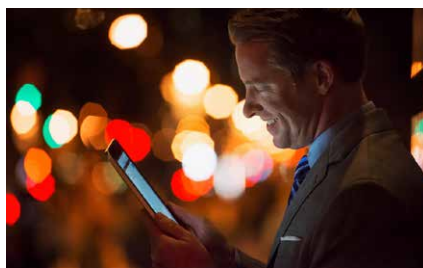
### 24X7 TECHNICAL ASSISTANCE CENTER



Enterprises have 24x7 access to technical experts on the phone or through live chat sessions. Alcatel-Lucent has 360 technical experts across 16 centers worldwide to answer product-related

for all their products on mySupport. For those interested in self-service, helpful hints and information on products can be researched on the vast knowledge base to rapidly resolve issues. Troubleshooting guides, release notes, product notices and other information-rich documentation are available. Users can also engage with Alcatel-Lucent Certified System Experts (ACSEs) as well as other customers using the on-line Customer Forum.

## OPERATING SYSTEM RELEASES



Users can access operating system releases(\*) as soon as they are available through the mySupport website. The system releases help protect network investments by ensuring solutions integrate the latest improvements and features that can provide important business benefits through the network.

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

## HARDWARE SUPPORT

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.

## SUPPORT SERVICES OPTIONS

	SUPPORT WARRANTY UPGRADE <sup>1</sup>	SUPPORT BASIC	SUPPORT PLUS	SUPPORT TOTAL <sup>2</sup>	SUPPORT SOFT <sup>3</sup>
Online Service Account	✓	✓	✓	✓	✓
Web-based Service Request	✓	✓	✓	✓	✓
Knowledge Base	✓	✓	✓	✓	✓
Problem Reports	✓	✓	✓	✓	✓
24x7x365 Live Phone Support	✓	✓	✓	✓	✓
24x7x365 Remote Diagnostics	✓	✓	✓	✓	✓
Software Releases	✓	✓	✓	✓	✓
Returns for Repair <sup>4</sup>		✓			
Next Business Day Hardware Replacement <sup>4</sup>			✓		
4-hour Hardware Replacement <sup>4</sup>				✓	

Note 1 - Only available for products with limited lifetime warranty (LLW) - includes advanced replacement (AVR) within five business days

Note 2 - Not available in all locations or products - requires pre-approval from Service Business Operations to quote

Note 3 - Available for "software only" products (e.g., Alcatel-Lucent OmniVista™ 2500 or Alcatel-Lucent OmniSwitch™ 6900-SW-AR/DC)

Note 4 - Service includes parts shipment

## BENEFITS

Support services enhance enterprise networks by:

- Offering access to skilled experts 24x7 to ensure enterprise networks operate at peak performance and create competitive advantages
- Providing unlimited access to valuable online support information
- Protecting investments, with access to the newest software features for the products
- Supplying critical parts whenever and wherever needed, with the flexibility to choose options best suited to individual requirements

## PRODUCT FAMILIES

- Alcatel-Lucent OmniSwitch family for campus access, campus LAN core, and data centers
- Alcatel-Lucent OmniAccess™ WLAN controllers, switches, and access points
- Alcatel-Lucent OmniAccess WAN Enterprise Service Router
- Alcatel-Lucent OmniVista 2500/3600
- Aruba® ClearPass™

## INFORMATION AND REQUEST

For further information on Support Services or to obtain a quote, please contact your Business Partner or Alcatel-Lucent sales representative.

To find a Business Partner, please use [the Partner Locator for North America](#).