

## Enterasys SupportNet

### Onsite and Onsite Premium Services

- **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
- **Advanced replacement**
  - Receive advance replacement product according to your selected response time: next-business-day, two- and four-hour response options
- **Onsite response**
  - An Enterasys-certified onsite expert will help you diagnose network faults, manage onsite logistics, serve as a liaison with product engineers for problem escalation when necessary; available in next-business-day, two- and four-hour response options

#### When Only Expert Help Will Do

If yours is like many organizations today, you are doing more with less. In spite of this, as networks have become increasingly complex, supporting them has become more difficult. There are times when nothing short of in-person, onsite assistance from an expert will do. Enterasys **SupportNet Onsite and SupportNet Onsite Premium** stand ready to help with onsite expertise provided in the response time that best suits your business needs.

With Enterasys SupportNet Onsite you'll benefit from 24 x 7 telephone and web support, firmware updates and upgrades, advanced replacement parts delivery, and onsite engineering—you choose from next-business-day, two-hour or four-hour around-the-clock response. Having a SupportNet Onsite contract allows you to have an Enterasys-certified expert onsite to help you diagnose and repair network faults and serve as a liaison with product engineers for problem escalation when necessary.

#### 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.
- **Supplement your existing staff.** 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.



## **Comprehensive Support Solutions for Secure Networks**

Enterasys SupportNet helps you feel confident that your Secure Network is available where and when it's needed, and provides the updates and upgrades you need to deliver a full-featured Enterasys Secure Networks solution that brings the greatest return on your investment.

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 with on-demand access to high-quality, online support and knowledge tools as well as other information, services and resources—delivered by highly skilled and knowledgeable engineers and technical staff.

## **To Learn More**

To find out how Enterasys' Services team can help you respond to evolving threats, increase operational efficiency, and reduce deployment complexity, call your Enterasys sales representative or an authorized Enterasys partner, or visit the web at **[enterasys.com/support](http://enterasys.com/support)**.

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

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