

ArubaCare

Support Providing Peace of Mind

ArubaCare

Your network is a critical business tool that requires maximum uptime. You must ensure that you are optimizing your investment and taking full advantage of available features. Support provides you the peace of mind of having experts available to complement your resources any time, anywhere, and allows you to focus on more strategic business issues. ArubaCare Support protects your investment and includes a complete set of technical support services, providing the ultimate in customer care around the clock and the world. ArubaCare provides ready access to the Aruba Technical Assistance Center (ArubaTAC) for technical support, the Aruba Support Center all software releases including maintenance and feature releases, and advanced hardware replacement.

Service Overview

The ArubaCare Next-Day Support program applies to mobility controllers, chassis, line cards, power supplies, supervisor cards, access multiplexers, software and spares. Support for ArubaCare access points is optional. All ArubaCare Support contracts cover products for a period of 12 months from the date of shipment.

Warranty vs. ArubaCare Support

Standard warranty provides a reduced level of service as compared to ArubaCare and for a limited time period. The following table provides a comparison of the ArubaCare support offerings to the standard warranty.

Aruba Services

Aruba Networks has assembled a world-class support engineering organization with experts in wireless networking technologies. Our support personnel deliver advanced technical assistance a 24 hours per day, 7 days a week. Aruba can help supplement the skills and resources of your team while controlling costs and meeting the dynamic needs of the network.

ArubaTAC Access

The ArubaTAC is an invaluable asset and vital component to quickly addressing customer support issues. Staffed 24x7, experienced Aruba engineers are rigorously trained to provide timely technical expertise for all hardware and software technical issues. These support specialists understand your business requirements, and use proven troubleshooting, problem solving and network design skills to resolve problems in the shortest time possible. As an ArubaCare Support subscriber, you receive priority response and have unlimited access to Technical Support Engineers.

Support Overview



Benefits:

- Unlimited access to ArubaTAC
- Multiple levels of support via the Web and telephone
- Priority access to highly skilled engineers that work hand-in-hand with Aruba Engineering
- Access to all feature and maintenance software releases

Support Overview

More Benefits:

- Blanket support ensures easy, predictable budgeting and improved productivity
- Industry-leading mobility experts to supplement in-house resources
- Access to consultative resources without the hassles and expense of recruiting , training and retaining additional staff
- Keep pace with the latest enhancements without additional capital expenses

Advanced Hardware Replacement

Aruba will ship any replacement for next business day delivery for all replacement requests made before 2:00 pm during business days.* An RMA number is issued and defective equipment/parts must be returned immediately after replacement is received. Defective parts must be returned to Aruba within 30 days to avoid being charged for the replacement part.

Software Releases

Maintaining compatibility and coordinated software functionality is essential to sustaining peak network performance. Only ArubaCare Support customers have complete access to all software releases, including minor updates and major feature releases. With ArubaCare, maintaining software is a manageable process, not a capital expense, and ensures you are current with the latest technologies. All software is available for download via the Aruba Support Center.

Aruba Support Center

Proactive issue prevention is provided through the Aruba Support Center at <https://support.arubanetworks.com/>. This site gives you 24x7 access to critical technical information, such as FAQs, field alerts, release notes, product documentation, best practices documentation and product software and firmware updates and upgrades.

Feature	Software Warranty	Hardware Warranty	ArubaCare Next-Day Support
8x5 ArubaTAC Access	✓	✓	
24x7 ArubaTAC Access			✓
Expedited Response			✓
Software Bug Fixes / Patch Releases	✓	✓	✓
Software Maintenance and Feature Releases			✓
Access to Aruba Support Center	✓	✓	✓
Product Alerts and Bulletins	✓	✓	
45-Day Return to Factory Parts		✓	
Advanced Hardware Replacement			✓
Duration	First 90 Days	First 12 Months	12 Months

** Next Business Day delivery not available in all locations. Cut off time for next business day delivery, where available, is 2:00 PM Pacific Time for the United States, 2:00 PM Eastern Time for Canada, 2:00 CET for EMEA and 2:00 Singapore Time for APAC.*

LTI DataComm
 23020 Eaglewood Ct. #100
 Sterling, VA 20166
www.ltidata.com
 800-677-5050