

Agile 24/7 Support Plan and Other Extricom **Customer Support** Services

The chances are that your organization's support personnel, like in other efficiency-oriented companies, handle a lot of different hardware and software platforms. For that reason, Extricom offers you dedicated help from the experts to solve specialist issues fast and let you focus on your strategic business issues.

For organizations needing optimal performance from their WLAN all the time, Extricom offers the Agile 24/7 support plan, as well as other customer support services.

Extricom's Agile support plan is a comprehensive support package that has the experts on hand and at your service to keep your wireless LAN optimized and running smoothly – 24 hours a day, 365 days a year. It extends Extricom's standard 3 month software warranty to a year or more, and provides technical assistance center (TAC) support, express h/w replacement service, as well as software updates and upgrades.

Other customer support services are available for purchase, in addition to the Agile plan. These services include extended hardware warranties, on-site support, training, and custom support plans tailored to your unique requirements.

What the Agile Plan Gives You

- ✓ Technical Assistance Center (TAC). Support engineers available 24x7 on a follow-the-sun approach, to assist in resolving any issue, anytime. Telephone, email and web.
- ✓ Local telephone numbers available around the globe. Low cost and ease of access to the Extricom support team.
- ✓ Software updates and upgrades. Receive the latest releases and patches, keeping your product up-to-date with the latest features.
- ✓ Unlimited access to a rich set of online resources.
- ✓ Remote diagnosis and alerts. Proactive assistance from Extricom wireless support engineers, analysis, diagnosing and solving WLAN issues.
- ✓ Hardware repair and return

Add-on Support and Training

In addition to the Extricom Agile 24/7 Plan, there are a number of premium support services that can be purchased and added to your support plan.

On-site Support

An Extricom customer support engineer or other Extricom expert can be present on your site. The optional services include:

- Site survey
- System configuration
- System optimization
- System restoration
- Assistance in problem resolution
- As a preventive maintenance visit, to supervise and visualize the system activity

On-site support may be purchased as a planned activity or purchased on short-notice.

Express hardware replacement

Minimize WLAN downtime by having replacement equipment shipped within 3 working days.

Extended Hardware Warranty

Extend the warranty on your Extricom hardware beyond the standard 1 year period.

Training

Extricom provides all levels of training, internet based or on-site, from the most basic operational guidance to enhanced training sessions, allowing the trainees to provide Tier 1 and advanced support.

Internet based or on-site training will raise your user's level of expertise in operating, maintaining and running the Extricom WLAN.

Tailor-made services

And if you didn't find what you're looking for, we can build you a custom plan or give you any other support or advice you may need for site surveying or assistance with deployment.

For more information on Extricom's support and service solutions, contact your Extricom sales representative.

To contact Extricom support: USA: +1 415 677 2297 | UK: +44 207 193 3812 | HK: +85 281 990 148

Web: www.extricom.com | Email: support@extricom.com

About Extricom:

Extricom is the designer and manufacturer of an award-winning enterprise Wireless LAN system that represents a new generation WLAN infrastructure for providing data, voice and video services over wireless with the dependability and performance of wired networks.

Extricom delivers a performance leap in capacity, coverage and seamless mobility while maintaining a low cost of ownership and making deployment and management radically easier.

Adhering to the 802.11 a/b/g/n standard, Extricom's patented, interference-free architecture takes a completely new approach to the way the infrastructure is deployed. At the heart of Extricom's innovation is its "channel blanket" topology,

which allows each Wi-Fi channel to be used everywhere, on every access point, to create blankets of coverage.

The result is a completely different experience for the user: Significantly greater bandwidth and coverage than traditional WLANs, seamless mobility with no AP-to-AP handoffs, the elimination of RF cell planning and co-channel interference, and the ability to offer a performance guarantee for both connection rate and bandwidth.

Our customers include corporations, hospitals, schools, logistics centers, and sports stadiums. They have discovered the uncompromising performance and reliability and ease of ownership that are the hallmark of the Extricom WLAN.