

Partner Support Services for Network Infrastructure Products

Support Services for Partners in Europe/Middle East/ Central and Latin America/Asia-Pacific

Today's corporate networks are facing unprecedented challenges ranging from the proliferation of real-time applications to the explosion of the "bring your own device" (BYOD) to the growing need for virtualization and cloud-based solutions. ALE (marketed under the Alcatel-Lucent Enterprise brand) offers a suite of Wi-Fi, LAN switching, routing, and management products for the converged campus network and the data center network to turn these challenges into competitive advantages.

It often takes more than just products to get the most out of your network. It requires expert support and regular system updates. ALE offers support services for Wi-Fi, LAN switching, routing, and management products for the converged campus network and the data center network to maintain your network's performance and improve your return on investment. These services enhance the products value in the network infrastructure by providing direct access to expert technical support from ALE, new and improved operating system releases, unlimited access to online resources directly from ALE, and a variety of flexible hardware support options.

Support services at a glance

- 24x7 Telephone Support
- 24x7 Remote Diagnostics
- 24x7 Online support portal access
- Operating system updates and upgrades
- Advance hardware replacement options
- Advanced tools for inventory and lifecycle management

24X7 telephone support

The ALE Global Welcome Center is staffed twenty-four hours per day, seven days per week, 365 days per year. The Welcome Center is the one stop shop to request support from technical experts, request hardware replacement, and any other request related to the Support Service. The staff will take care of your request and will categorize it with the appropriate severity so resolutions are provided in the most effective way.

24X7 remote diagnostics

Limitless access to our technical support through service requests

Support Services provides 24x7 access directly to ALE technical experts over the phone. ALE has 360 technical experts across 16 locations worldwide to answer product-related questions, provide consultation on how to optimize configuration requirements, diagnose system issues, and offer solutions for to mitigate the impact of those issues on business. Customers also benefit from industry-leading service level

agreements (SLAs) for response, restoration and resolution, which are tightly monitored to provide organizations with peace of mind that service requests will be handled quickly.

Online support

Track your service request status online

Access to the support portal is available 24 hours a day. This provides the ability to create new service requests as well as view open and closed service requests for every registered user from a single customer. Users can also view the level of support available for all their products on the support portal. The site also provides access to the Technical Knowledge Center (TKC). The TKC is a searchable database of technical tips and known issues that will assist in self-diagnostics and problem resolution.

Lastly, documentation such as user guides, "how to" guides, troubleshooting guides, release notes, and product notices are available for download as well.

Operating system updates and upgrades

Limitless software downloads

Support Services provides online access to operating system updates and upgrades as soon as they are available through the online support portal. These updates and upgrades help protect network investments by ensuring solutions integrate the latest improvements and features that can provide important business benefits throughout the network.

Advance hardware replacement options

ALE 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.

Lifetime access to ProActive Lifecycle Manager (PALM)

The Alcatel-Lucent Enterprise ProActive Lifecycle Manager (PALM) is a cloud-based application providing asset and lifecycle information pertaining to the installed base of ALE LAN and WLAN equipment on a given customer network.

As a valuable ALE partner, you are entitled to a complimentary lifetime subscription of PALM and the following benefits:

- Time savings – Quickly and easily generate an inventory list of ALE Wi-Fi and LAN switching products running on your customers' networks. The information includes hardware version, software version, warranty status, and support service status.
- Risk reduction – You can quickly identify devices which need to have their software upgraded, hardware replaced, or support services renewed. This way, you can ensure that your customer's network is up-to-date and operation risks are minimized.
- Proactive planning – Ample notification is provided so you can plan for the future at the pace which is best for your business.

- Easy-to-use interface – View the status of your customers network at a glance from an easily identifiable color scheme. With a couple of mouse clicks you can drill down to obtain details per device.

Support services options

Complimentary support service

This support service is provided and available to Partners at no additional charge with the purchase of any eligible ALE equipment. It includes:

- Hardware Limited Lifetime Warranty (HLLW) return to factory next business day
- License to lifetime subscription to PALM
- SUPPORT software for one (1) year starting from the date of shipment from ALE

Partner SUPPORT software and SUPPORT Plus

The SUPPORT software and SUPPORT Plus services are optional support services offered to the Business Partner on specific network products. Several options are available for purchase. Please see the table below for the features included in each option.

	SUPPORT Software	SUPPORT Plus
24x7 Telephone support	✓	✓
24x7 Remote diagnostics	✓	✓
24x7 Online support portal access	✓	✓
Operating system updates and upgrades	✓	✓
Advance Hardware Replacement(AVR) - next business day		✓
eLearning voucher for full network pack		✓
Access to PALM advanced functionalities*		✓
Support Services duration (in years)	New sales: 3Y,5Y Renewals**: 1Y,2Y,3Y	New sales: 1Y,3Y,5Y Renewals**: 1Y,2Y,3Y

* Future availability

** Quotes for up to 5-year renewals can be requested by contacting the Global Welcome Center

It is most beneficial and cost effective, thus recommended, to place the order for support services together (in the same PO) with the purchase of the product

Eligible product families

ALE product family	Complementary services	SUPPORT software	SUPPORT Plus
OmniSwitch™ LAN fixed OmniSwitch™ 6250, 6350, 6450 OmniSwitch™ 6855, 6865, 6860, 6860E, 6900	Yes	Yes	Yes
OmniSwitch™ LAN modular OmniSwitch™ 9900, 10K, 9x00E	Yes	Yes	Yes
OmniAccess™ WLAN OmniAccess™ WLAN 4005, 4010, 4030, 4x50, 4x04 OmniAccess™ WLAN Access Points (APs), Remote Access Points (RAPs) and Instant Access Points (IAPs)	Yes	Yes	Yes
OmniVista™ OmniVista™ 2500 Network Management OmniVista™ 3600 Air Manager	Yes*	Yes*	Yes*
WAN access routers OmniAccess™ Enterprise Service Routers (ESR) 5710, 5720, 5725, ESR 5840, 5850/D	Yes	Yes	Yes

* OmniVista Support Services are similar to those for OmniSwitch except for the hardware support since OmniVista is software.

Products and families not listed in the table above are not covered by the Partner Support Service offer described in this document.

How to order

The COMPLIMENTARY support service is included with the product therefore no need to place a separate order for this service. The partner is entitled simply by purchasing an eligible product.

SUPPORT Plus and SUPPORT Software options are available for purchase in the worldwide price list and on eBuy. The orderable parts for these services have the following format.

Service Part Numbers: **Pxyz-ProductLine**

“P” indicates it is a Partner support service (S is for end-customer support)

“x” is the support level

- “W”: for SUPPORT Software
- “P”: for SUPPORT Plus

“y” is duration in years: 1, 2, 3, or 5 years

“z” is if support is ordered with product (new sales) or a renewal service

- “N”: New sales and “R”: Renewal

“ProductLine”: One of the eligible product families and/or models

Market-leading customer satisfaction rates

With more than 10,000 square meters of testing labs, comprehensive technical skills, and proximity to enterprises around the globe, Alcatel-Lucent Enterprise Technical Support continues to provide customer satisfaction that surpasses the market average.

For more Alcatel-Lucent Enterprise services

With its comprehensive services offering, ALE helps enterprises benefit from a secure, high-performing network infrastructure throughout its life cycle. Partners might decide to elect the End-user Support Service offer which is also available for purchase, or can benefit from our bulk renewal options.

For additional details, please visit our [Enterprise Services Webpage](#) or login to the ALE Partner Portal.