

SUPPORT

The Avocent Professional Services hardware support and software upgrade protection programs offer a complete range of solutions including advanced replacement, 24x7 technical services, priority access to Avocent technical services and software updates. Support services maximize availability and ensure the Avocent solution is always up to date.

Benefits

- Eliminate unplanned support costs
- Maximize network availability
- Expedite support services
- Expedite product replacement

Software Support Programs

Software Upgrade Protection

This program provides software updates and upgrades on Avocent software.

Hardware Support Programs

Plus Program.

This program offers advance replacement and priority call handling during normal business hours, on all hardware/appliances covered by the program.

Premium Program.

This program offers advanced replacement and priority call handling 24 x 7, on all hardware/appliances covered by the program.

Support Options

TAC assist: Scheduled telephone/remote assistance

QuickTAC: Expedited case escalation

Remote TAM: Dedicated Avocent technical resource available remotely

Onsite TAM: Dedicated Avocent technical resource on-site

On-demand Support Programs

Priority access to Avocent technical resources for unplanned or unscheduled events.

Service delivery

The Avocent technical services group is responsible for the coordination and delivery of Support programs. Service delivery of support options is dependant on the type of engagement: Contracted or On-Demand.

Support Contracts are designed to cover all Avocent assets at a specific site. When Support customers contact Avocent services, they are immediately identified and provided top priority service as indicated by the agreement. Support agreements are purchased in 1-year increments.

On-demand service options may be purchased on a case-by-case basis. When a specific technical service case requires expedited service escalation or handling, technical service representatives work with the customer to engage inside sales and process the request. The specific service option is then provided for the duration of the individual case.

How the Programs work

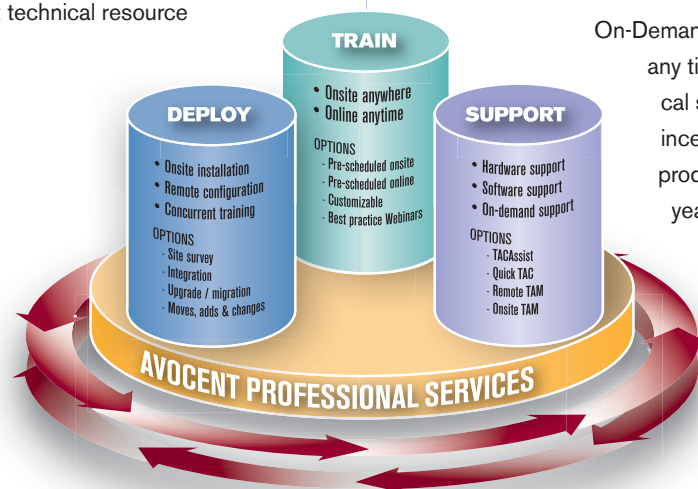
Software and hardware support programs are provided in contracts of One (1) year increments, and these support contracts supersede the standard warranty terms and conditions. On-demand support programs are provided on a case-by-case basis to support non-contracted customers requiring priority support.

How to order

Contact Avocent sales.

All hardware programs can be purchased at the time of ordering the product, or at any time during the lifetime of that product. Software programs must be purchased at the time of purchasing the Avocent software or within the software maintenance period.

On-Demand support options can be purchased at any time during contact with Avocent Technical services. Avocent offers discounts and incentives for pre-paying contracts during product purchase, and for purchasing multiple year coverage; please contact your local Avocent representative for more details on these offers.



For more information or pricing on any of these programs please contact your local Avocent representative or go to

www.avocent.com/services