

# Support Services

Purpose-built for media rich networks

Today, media rich network operators must maintain the highest level of network availability, and at the same time, constantly evolve their networks. By combining traditional “incident-based” support with network enhancing maintenance, Net Insight’s Support Services can improve your operation’s long-term stability as well as optimize and enhance your network functionality.

Both of these aspects are addressed with a single service interface that won’t diminish the prioritization of any portion of your business needs.

## Two options available: Standard and Premium

### Customer Benefits

- Net Insight’s deep knowledge and experience of media rich networks provides reliable, safe support
- Expert-to-expert service gives direct access to senior support technicians that enables more rapid problem-solving
- Remote trouble-shooting, directly in your network by Net Insight’s support engineers, decreases time to restoration
- Constant network evolution with the latest software for increased network stability, increased network lifetime and maximized ROI
- Extensive on-line tools available 24/7/365
- Net Insight provides cost efficiency by decreasing the need for you to stock spare parts

	Standard	Premium
Focused Emergency Technical Assistance		x
Technical Assistance Centre	x	x
Remote Investigation Assistance	x	x
Software Updates and Releases	x	x
Hardware Replacement:		
Ten Days Hardware Replacement (default)	x	x
Advance Swap Replacement (option)		x
Net Insight’s On-Line Support Centre	x	x
Training Advantage		x

## Support Services – Standard

### Technical Assistance Centre (Standard):

Maximizes your network availability by providing your in-house network engineers with direct access to Net Insight's highly-skilled support engineers for fault diagnostics, trouble-shooting and fault resolution. Service requests can be issued via email or our online support portal and will be handled by Net Insight's Technical Assistance Centre on a best effort basis SLA. By utilizing Net Insight's own lab facilities, reproduction of network issues and assistance in testing recommended resolution scenarios can be accomplished before implementation in real networks.

### Remote Investigation Assistance:

In order to reduce resolution time, Net Insight customers also have the option to provide direct remote access and enable our support engineers to perform trouble-shooting directly in your network:

### Software Updates and Releases:

Achieve optimal performance for your network and simplify your software administration process by granting access to all Net Insight software updates and software releases. You'll receive online access to the latest software documentation, including a list of SW improvements per version, compatibility matrixes, SW descriptions and manuals.

### Ten Days Hardware Replacement:

Net Insight ships repaired or replacement hardware within 10 business days of receipt of defective hardware.

### Net Insight's On-Line Support Centre:

Offers 24/7/365 access to a number of online tools such as trouble ticket registration and tracking, RMA-Tracking, knowledge base, software information and downloads.

## Support Services – Premium

Includes all Standard Services as well as the following Premium Services:

### Focused Emergency Technical Assistance:

Receive direct telephone access on a 24/7/365 basis to designated senior support engineers with advanced trouble-shooting skills and vast experience in service restoration for critical network errors. In addition, an agreement can also be reached where Net Insight's support engineers can be dispatched for on-site trouble-shooting. You will also benefit from a well-defined escalation method within Net Insight's R&D organization that enables in-depth diagnostics and root-cause analysis for complex network issues and accelerates the process of bringing high-priority issues to resolution.

### Technical Assistance Centre (Premium):

Maximize your network's availability by enabling your in-house network engineers to have direct access to Net Insight's highly-skilled support engineers for fault diagnostics, trouble-shooting and fault resolution. Service requests can be issued via telephone, email or through our online support portal. Service requests will be handled by Net Insight's Technical Assistance Centre in accordance with committed SLA's. By utilizing Net Insight's own lab facilities, reproduction of network issues and assistance in testing recommended resolution scenarios can be accomplished before implementation in real networks.

### Optional Advance Swap Replacement:

Net Insight ships replacement hardware the next business day after receipt of the service request and in advance of receiving defective hardware.

### Training Advantage:

Optimize the long-term utilization of your network with free access to some of Net Insight's on-line self-study courses. You will also be entitled to discount when purchasing training courses from Net Insight.

---

#### Net Insight AB (publ)

Phone +46 (0)8 685 04 00, [info@netinsight.net](mailto:info@netinsight.net), [www.netinsight.net](http://www.netinsight.net)

The information presented in this document may be subject to change without notice. For further information on product status and availability, please contact [info@netinsight.net](mailto:info@netinsight.net) or visit [www.netinsight.net](http://www.netinsight.net)

©Copyright 2020, Net Insight AB, Sweden. All rights reserved. Net Insight and Nimbra are trademarks of Net Insight AB, Sweden. All other registered trademarks are the property of their respective owners.

