

Highlights

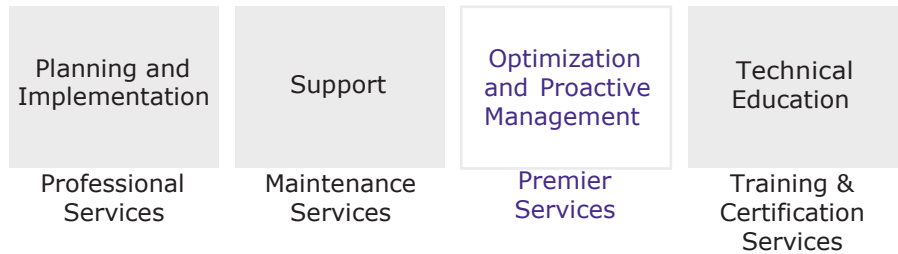
What's Important to You?

- Are you running applications that are mission-critical to your company's productivity?
- Does your company have a large percentage of geographically dispersed employees?
- Does your company use cloud-based applications that require a robust and reliable network infrastructure?
- Does your company have users with multiple device connectivity?

Many of our customers have these types of business environments that depend heavily on their companies' network infrastructures.

Premier Support is a proactive, high touch service that assists you in managing your dispersed Extreme Networks environment around the campus or the world, providing resources to manage your day-to-day technical needs, and a watchful eye on your Extreme Networks investment.

Engage your local sales team today or email premier@extremenetworks.com for more information.



Premier and PremierPLUS Support

Proactive Network Support and Management – When You Need It, Where You Need It.

Premier Support is a proactive, high touch post sale support service that assists customers in managing their Extreme Networks products and network. All resources and deliverables are designed to manage your day-to-day technical needs, provide analysis and recommendations while building strong customer relationships, all focused at the network level.

With all the tasks that IT organizations must focus on, having confidence in their network's performance should be a given. Premier and PremierPLUS Support help to ensure your confidence after the deployment of the equipment by:

- Understanding your network requirements and your business needs thoroughly.
- Recognizing network issues BEFORE they create a problem.
- Maximizing your employee productivity through increased network uptime and reliability.
- Ensuring you have one single point of contact for all your support needs, from asset management to problem resolution.
- Providing visibility into how the Extreme Networks solution is being used to maximize your return on investment.

Personal Attention or Personal Attention with Managed Services? The Choice is Yours

Extreme offers two Premier Services, determined by your desired level of engagement:

- ExtremeWorks Premier
- ExtremeWorks PremierPLUS

Premier Support Deliverable	Deliverable Description	Premier	PremierPLUS
Premier Support	<ul style="list-style-type: none"> • Network Level Support for Extreme Networks products • Named Premier Contact • Service Relationship Management • Project Oversight • 7 X 24 Access (Off-hours coverage provided) • Located in all required regional locations • Priority Case Queuing 	✓	✓
Service Plan	<ul style="list-style-type: none"> • Documented service engagement process • Contact methods • Network diagrams 	✓	✓
Account Status Meeting	Two (2) Review Meetings per month	✓	✓
Premier On-Site Support	Available for purchase by contracted Premier accounts only	✓	✓
Premier Resident Engineer	Available for purchase for such things as staff augmentation and day to day operational support activities	✓	✓
Root Cause Analysis Reports	Upon Request	✓	✓
Asset Survey	Annual	✓	✓
Business Reviews	Quarterly, In depth account review. Includes minimum one in person meeting per year	✓	✓
Network Change Validations	2 Per Year, Pre-implementation validation for major software upgrades	✓	✓
ExtremeWorks Maintenance	<ul style="list-style-type: none"> • 24x7 GTAC Support • Software updates and upgrades • Hardware Replacement and on-site options • Coverage on peripherals 	✓	✓
Customer Profiles and Asset Management	Ensure all products are covered under the correct entitlement. Account profiles set up for GTAC includes network information, contact lists, etc.	✓	✓
Network Monitoring	Proactive problem notification regarding network performance, health, and security		✓
Incident Response	Accelerated problem detection and resolution of Extreme Networks supported devices, including updating configurations and software		✓

With Premier Support, Extreme Networks offers more than just reactive maintenance coverage. We provide active engagement, discussing Best Practices for your network, assessing your company's network demands and making recommendations on how to maximize your return on investment.



<http://www.extremenetworks.com/contact>

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