

ExtremeWorks Managed Service Options At-a-Glance



	ExtremeWorks Managed Services - MonitoringPLUS				ExtremeWorks Managed Services - ResponsePLUS			
	MonitoringPLUS NBD - AHR	MonitoringPLUS NBD - Onsite	MonitoringPLUS 4 Hour - AHR	MonitoringPLUS 4 Hour - Onsite	ResponsePLUS NBD - AHR	ResponsePLUS NBD - Onsite	ResponsePLUS 4 Hour - AHR	ResponsePLUS 4 Hour - Onsite
Order Code	97404	97411	97407	97408	97504	97511	97507	97508
Remote Network Monitoring 7x24	Notification of Alarms	Notification of Alarms	Notification of Alarms	Notification of Alarms	Proactive Service Actions of Alarms	Proactive Service Actions of Alarms	Proactive Service Actions of Alarms	Proactive Service Actions of Alarms
Managed Service Gateway	Online Access to Registered Users	Online Access to Registered Users	Online Access to Registered Users	Online Access to Registered Users	Online Access to Registered Users	Online Access to Registered Users	Online Access to Registered Users	Online Access to Registered Users
Remote Technical Support	7 X 24 X 365	7 X 24 X 365	7 X 24 X 365	7 X 24 X 365	7 X 24 X 365	7 X 24 X 365	7 X 24 X 365	7 X 24 X 365
Managed Service Cloud Access	Provided	Provided	Provided	Provided	Provided	Provided	Provided	Provided
Inventory Database	Access to Asset Details	Access to Asset Details	Access to Asset Details	Access to Asset Details	Utilized for Service Actions	Utilized for Service Actions	Utilized for Service Actions	Utilized for Service Actions
Operational Software Updates & Upgrades	Available to Download	Available to Download	Available to Download	Available to Download	Applied for Service Restoration	Applied for Service Restoration	Applied for Service Restoration	Applied for Service Restoration
Device Configuration Database	Access to Device Backups	Access to Device Backups	Access to Device Backups	Access to Device Backups	Utilized for Service Restoration	Utilized for Service Restoration	Utilized for Service Restoration	Utilized for Service Restoration
Service Reports	Standard	Standard	Standard	Standard	Advanced	Advanced	Advanced	Advanced
Advanced Exchange Parts Response*	Next Business Day	Next Business Day	4 Hour	4 Hour	Next Business Day	Next Business Day	4 Hour	4 Hour
Onsite Parts Replacement*	N/A	Next Business Day	N/A	4 Hour	N/A	Next Business Day	N/A	4 Hour

* Availability is subject to geographical location, RMA approval, processing cutoff times, customs and transportation
 Expected Delivery response is available at: <http://www.extremenetworks.com/support/customer-care> (Service Availability Matrix)

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Order Code	97404	97411	97407	97408	97504	97511	97507	97508
Remote Change Management	N/A	N/A	N/A	N/A	Applied for Service Restoration	Applied for Service Restoration	Applied for Service Restoration	Applied for Service Restoration
Managed Service User Guide	✓	✓	✓	✓	✓	✓	✓	✓
Monitoring Alarm Notifications	Immediate	Immediate	Immediate	Immediate	Immediate	Immediate	Immediate	Immediate
Problem Management	Collaborative	Collaborative	Collaborative	Collaborative	Proactive	Proactive	Proactive	Proactive
Managed Services Account Manager	N/A	N/A	N/A	N/A	Designated Contact	Designated Contact	Designated Contact	Designated Contact
On Premise Monitoring Device	Provided	Provided	Provided	Provided	Provided	Provided	Provided	Provided
Managed Services Review Sessions	N/A	N/A	N/A	N/A	Twice Annual	Twice Annual	Twice Annual	Twice Annual