Extreme™
Customer-Driven Networking

What's Important to You?

- Would you like to reallocate staff to focus on strategic initiatives rather than on tactical network tasks?

- Are you looking for cost-effective ways to monitor and manage the impact of Internet of Things (IoT), Bring Your Own Device (BYOD), Cloud applications and site expansion?

- Do you need to augment in-house expertise gaps as your network complexity increases?

- Do you prefer a more proactive approach to network performance and health?

- Do you need faster network on-boarding of new remote sites?

Here When You Need Us For:

Network Health, Performance, and Security Alerts

24x7x365 Network Monitoring Expertise

Proactive Management & Alarm Resolution

Single Point of Contact for Network Support

ExtremeWorks® Managed Services

Managing your network's complexity more efficiently and cost effectively.

Planning and Implementation	Support	Monitoring and Management	Technical Education
Professional Services	Maintenance Services	Managed Services	Training & Certification Services

The Trend

Big data, Internet of Things (IoT), Bring Your Own Device (BYOD), site location changes, and cloud-based applications are putting increased device diversity, performance and availability stressors on the network.

This trend will only increase, placing increased demands on your staff and requiring greater network monitoring and management expertise and staffing just to stay at status quo.

More Flexible, Lower Cost, More Efficient

Extreme Networks believes that offering specialized, high quality network Managed Services can provide you with a lower cost alternative to traditional network management, while saving on staffing and training costs and increasing flexibility.

Using skilled experts to monitor the performance and health of your network, Extreme Networks Managed Services helps simplify the complexity of today's networks.

The Choice Is Yours

We provide you two Managed Services offerings, depending on your desired level of engagement: ExtremeWorks MonitoringPLUS and ExtremeWorks ResponsePLUS.

If you want to continue to manage your network's performance, health, security, and expansion, MonitoringPLUS provides 24x7x365 monitoring, alerts your IT staff of issues, and provides support in helping you resolve the problem.

If Extreme Networks monitors your network performance and health with ResponsePLUS, we'll also proactively identify issues and resolve them before you even notice them. We'll have semiannual reviews to determine your evolving needs, vulnerabilities, and suggested improvements.

Reallocate Valuable Resources

With rapid and constant technology changes, it's difficult and costly to keep your IT staff up to speed technically with changes. You may even have to add IT staff. These valuable resources are then tied up with the tactical tasks of monitoring your network's performance and health.

Is that the best use of these resources? With MonitoringPLUS, you'll have network experts monitoring your network without incurring the internal expense and investment. Your IT resources can then be used on strategic initiatives that impact your company's bottom line.

ExtremeWorks MonitoringPLUS

We believe that today's stressors on networks require a great deal more attention than in the past. With all the cloud-based applications, what would happen to your company if the network went down? That's why we include the following in our MonitoringPLUS service:

- Proactive problem notification regarding network performance, health, and security.

- A scalable, flexible staffing solution to your network monitoring needs.

- Cloud-based network device configuration storage for restoration after problem resolution.

- 7x24x365 network monitoring expertise.

- Customer access to network reporting via a Managed Services Gateway.

- Extensive cloud-based dashboard that provides instant access to network visibility.

- Comprehensive support offerings on Extreme Networks devices, including technical phone support, software updates, and advance hardware replacement, with on-site options. Next Business Day Support is included in both Managed Services options.

ExtremeWorks ResponsePLUS

If you want to take management of your network further, then consider ExtremeWorks ResponsePLUS. In addition to providing the features of MonitoringPLUS, you'll have the additional management benefits of:

- Accelerated problem detection and resolution of Extreme Networks supported devices, including updating configurations and software or making hardware changes.

- A designated Service Manager to manage problem resolution support.

- Cloud-based network device configuration storage for restoration after problem resolution.

- An inventory of Extreme Networks devices to have a increased visibility of assets and their configurations for better network security and health.

- Semi-annual service reviews to discuss the status of network performance and health and suggested improvements.

With ExtremeWorks ResponsePLUS, you can have it all. Lower cost. Flexible resource management and use. Fast and easy remote site additions and changes. Lastly, you'll have proactive management of your network's performance and health, resulting in increased productivity and efficiency.

For More Information

Contact your authorized Extreme Networks Partner.

Find a Partner

http://www.extremenetworks.com/partners/find-a-partner/

Services Information

http://www.extremenetworks.com/support/customer-care/

Extreme™
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