ExtremeWorks Maintenance Services

SUPPORTING YOUR EXTREME NETWORKS SOLUTION ANYTIME, FROM ANYWHERE

WHAT'S IMPORTANT TO YOU?

- When you have technical questions, is having **24x7 access to technical support engineers** valuable to your operations?

- Is **ensuring your Extreme Networks' equipment is running optimally** with up-to-date application and operating system software important to your network's performance?

- **What is your hardware replacement strategy** and is it working for you today?

- Would you prefer to use your **IT staff for focusing on core business initiatives** rather than on performing maintenance tasks?

HERE WHEN YOU NEED US FOR:

Global Technical & Web Support

Software Updates & Upgrades

Advanced Hardware Replacement

On-Site Maintenance Services

Planning and Implementation	Support	Optimization and Proactive Management	Technical Education
Professional Services	Maintenance Services	Premier Services	Training & Certification Services

Providing You with Choices

When evaluating the best strategy for maintaining your networking environment, you consider options and quality of service. At Extreme Networks, there is nothing more important than our customers. We offer you a superior service experience and flexibility in maintenance services offerings, including:

- In-house 24x7 global technical phone support enabling you to call anytime, from anywhere to talk with an Extreme Networks technical support expert about your network.

- Software subscription for application updates and upgrades ensures you have the latest optimized application software, helping to manage your budget and maximize network performance.

- Operational software updates and upgrades to ensure the network device is running the most recent core operational software. This service is included with the purchase of any service offering on a hardware product.

- Advanced Hardware Replacement so that you have replacement parts when you need them. Your options include Next Business Day Ship or 4 hour delivery times.

- Field Technicians who can augment your existing IT staff by covering equipment maintenance responsibilities so your staff can focus on core IT business initiatives. Your options include Next Business Day or 4 Hour response times and include the Advanced Hardware Replacement part.

- Web support that enables your IT staff to research ways to improve their Extreme Networks equipment performance. This offering is included with the purchase of any maintenance service.

Maximizing Uptime – Reducing Risk

The biggest challenge most of our customers have is losing employee time and productivity as a result of a network device whose performance is sluggish or non-existent.

Our ExtremeWorks Maintenance Services cover both application and operational software combined with industry-leading technical support and hardware service. ExtremeWorks Maintenance Services maximize your network uptime and reduce the risk of lost productivity.

Evaluating Your Maintenance Options

We understand that you want to choose the right maintenance services that best match your network environment demands as well as your budget. We have designed ExtremeWorks Maintenance offerings to enable you to select what you need, when you need it, on the devices you need covered, all while helping you manage your maintenance budget.

DO YOU NEED TO . . .	THEN PURCHASE THE . . .
Call a technical support engineer any time of day or night? Have the latest operating system software so your equipment runs optimally?	**Software and Global Technical Assistance Center support offering**, which includes: • Global Technical Assistance 24x7x365 • Operation System Updates and Upgrades • Web support
Increase your network performance by running the latest optimized network management application software? Have access to a technical support engineer 24x7 to ask questions?	**Software Subscription offering**, which includes: • Global Technical Assistance 24x7x365 • Network Management Application Updates and Upgrades • Web support
Receive a replacement part for a non-performing part but replacement is not time-critical because you already have your own spare parts or the part is not critical to your network performance?	**Return and Replace offering**, which includes: • 10 Business Day Return and Replace • Global Technical Assistance 24x7x365 • Operation System Updates and Upgrades • Web support
Receive a replacement hardware part in advance of returning the non-performing part and have it in the timeframe you need based on the criticality of the part on your network's performance?	**Advanced Hardware Replacement offering**, which includes: • Next Business Day Delivery or 4 hour around-the-clock delivery • Global Technical Assistance 24x7x365 • Operation System Updates and Upgrades • Web support
Have a Field Technician to install your replacement part?	**Onsite Maintenance Service offering** that corresponds to your business needs: • Next Business Day onsite or 4 hour around-the-clock onsite response • Includes Advanced Hardware Replacement part • Global Technical Assistance 24x7x365 • Operation System Updates and Upgrades • Web support

Contact your authorized Extreme Networks Partner for more information on purchasing these services, go to: http://www.extremenetworks.com/partners/find-a-partner/.

For more detailed information on these services, go to: http://www.extremenetworks.com/support/customer-care/.

Extreme®
Connect Beyond the Network

http://www.extremenetworks.com/contact / Phone +1-408-579-2800

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MATERIAL HANDLING INDUSTRY OF AMERICA Member Company

WERC THE ASSOCIATION FOR DISTRIBUTION PROFESSIONALS

National Retail Federation

About us
- Legacy Technology Services is a leading nationwide provider of mobile computing, barcode, printers and point of sale equipment and services.

- For over a decade, thousands of clients across North America have trusted us to provide equipment from leading manufacturers backed by the services to support them.

Latest Hardware from top manufacturers
- Legacy handles virtually every major manufacturer of mobile computing, barcoding and point of sale equipment.

Expert Repair and Maintenance services
- Legacy is one of the best repair facilities in North America

Discontinued product sourcing
- They don't make it anymore? Our inventory also includes manufacturer close-outs and discontinued equipment to support our clients legacy infrastructure.

Trade-in and Disposal services
- That old equipment laying around your facility may still have some value. Legacy routinely purchases equipment from our clients around the globe.
  - Data destruction
  - Hardware disposal
  - Auditing services

Dedicated client account team
- Dedicated, highly trained account managers are here to answer all your questions and provide top notch service.

Equipment rental services
- Sometimes renting is a better solution, Legacy's huge rental inventory provides the equipment you need for temporary needs and projects.

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