SERVICE BRIEF

ARUBA PREMIUM SUPPORT SERVICES

To capture new end-users and markets, create new services, and grow revenues, organizations must invest in new digital technologies. The digital transformation can increase network complexity which in turn can necessitate more effort to manage your growing network. Network complexity could also introduce degradations, outages or vulnerabilities that can result in significant downtime. Each hour of downtime can cost an enterprise up to hundreds of thousands of dollars in penalties, employee productivity, and end-user satisfaction. A solution to reduce costly and unacceptable downtime is more proactive service management.

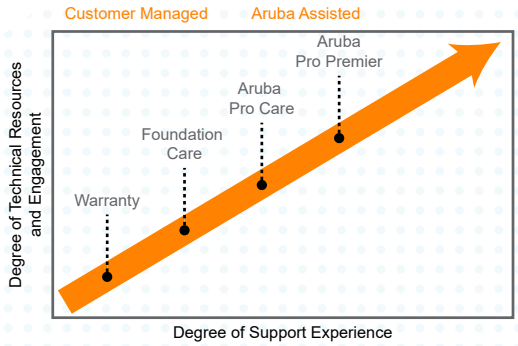
Whether you plan to expand locations, add more products, migrate from another vendor to Aruba, or transition from on-premises to cloud, Aruba's premium support services offer a differentiated support experience. Through Aruba Pro Care and Aruba Pro Premier, you receive 24x7x365 prioritized incident, and proactive support with fast-track entitlement and escalation.

ARUBA PRO CARE

Aruba Pro Care is a cost-effective enhanced support experience that increases IT efficiencies and network uptime by resolving cases faster as well as reducing mean-time-to-resolution (MTTR). Pro Care provides fast track entitlement through our Welcome Center, direct access to senior Technical Assistance Center (TAC) engineers, solution support, single point-of-contact (POC) for case management, and a custom dashboard in the Aruba Support Portal for current and historical case management tracking (see Figures 1 and 2).

ARUBA PRO PREMIER

Aruba Pro Premier has been designed with enhanced workflows and deliverables to provide the opportunity for superior outcomes via service management and customer success management.



FEATURES

- "Know Me, Know My Network" personalized support
- Fast entitlement through Welcome Center
- Prioritized case handling via senior TAC engineer who is single POC for each case (varies by case assignment)
- Aruba Solution Support – only one case per incident
- Senior TAC engineer with direct access to Engineering
- Customer Success Manager assists with self-serve onboarding and reporting
- Custom ASP dashboard and quarterly case analysis reports

BENEFITS

- Fastest access to senior TAC engineers
- Up to 50% reduction in MTTR*
- Reduced number of overall cases to manage
- Significant savings in time and labor cost
- Increased efficiency and productivity
- Faster time-to-value and increased ROI for Aruba technology
- Allows more strategic activities with less time required for troubleshooting

* Compared to Foundation Care for Aruba

In addition to the features of Pro Care, Pro Premier also includes proactive baselining of your network, access to a designated customer success manager, quarterly operational reviews and access to webinars focusing on identifying scenarios that could lead to network degradation and outages and how to prevent them.

These elements will help drive potential outcomes including:

- Reduction of effort needed to manage network operations, network expansion, product upgrades, and platform or product migration
- Decrease in downtime
- Mitigation of security vulnerabilities

PREMIUM SUPPORT SERVICE FEATURES		
Feature	**Pro Care**	**Pro Premier**
Bypass L1 - Rapid escalation to senior L2 or L3 engineers	Yes	Yes
Prioritized case handling	Yes	Yes
Customer Success Manager	Virtual	Named
Custom ASP dashboard and quarterly analytics	Yes	Yes
Personalized Customer Success Plan		Yes
Proactive baseline review by L3 team		Yes
Quarterly operational reviews		Yes
Regular preventative webinars		Yes

Figure 1. From the Aruba Support Portal landing page, select "Quarterly Case Metrics" to see an overview of your cases based on closed date, or you can click "View All" to see all cases.

COMPLETE YOUR MIGRATIONS, UPGRADES, NETWORK EXPANSIONS, AND DEPLOYMENTS KNOWING ARUBA HAS YOUR BACK

No matter how well you prepare to stay on top of your technology releases, migrating from a different solution, or deploying new devices, we know that things don't always go according to plan. Plus, day-to-day operational requirements don't just disappear when you have a tight deadline. It's almost impossible to "keep the lights on" and complete new projects at the same time. Aruba's premium support services help you balance your IT and DevOps workloads by allowing you to leave most of the troubleshooting to us so you can stay focused on completing your high-impact projects.

Aruba Pro Care and Pro Premier will never route you through an AI bot, instead providing you fast access to senior TAC engineers, 24x7x365. Our senior TAC engineers will be your single point of contact (POC) to help you through any issues that may arise. As a result, you benefit from accelerated call handling and enhanced case management, streamlined to resolve your case as quickly as possible so you can get your project completed on time.

KEEP YOUR MISSION-CRITICAL NETWORK RUNNING OPTIMALLY, FROM THE EDGE TO THE DATA CENTER

Networks are more important than ever. When an anomaly or degradation occurs, you need it resolved quickly. With basic support agreements, finding the right person who understands your mission-critical environment can be tough. As an Aruba premium support customer, you enter a partnership with our support team from the moment you onboard by collaborating with our Customer Success Management team. With this team, we understand your goals and service level objectives (SLO). Through our "Know me, Know my network" process and documentation, our team ensures we understand your current environment and desired future state. We work with you to achieve these goals as we provide rapid resolution to problems that may arise along the way.

Our senior TAC engineers understand mission-critical network environments and excel at handling multi-product cases. Aruba Pro Care and Pro Premier saves you additional time by reducing the number of cases opened using a solution support approach to address complex cases. That is, even when multiple products are involved in an issue, only one case is opened so you do not have to manage and monitor multiple cases, helping you to be more productive.

GAIN ACCESS TO YOUR SENIOR TAC ENGINEER QUICKLY

These days automation can make product support so impersonal. Not so with Aruba premium support. When you call our support line, you benefit from rapid entitlement through our Welcome Center to a senior TAC engineer who is your sole POC for your case. This assigned engineer:

- Has many years of experience resolving multi-product issues
- Has a deep understanding of Aruba best practices and how to implement them
- Interfaces with Aruba subject matter experts (SMEs) as needed, including development teams and other senior TAC engineers

During troubleshooting, it's possible that the senior TAC engineer assigned to your case is off shift. During these times, your case transfers to a senior engineer on the next shift, without losing any continuity of case resolution.

USE CASE ANALYTICS TO HELP GUIDE NETWORK CHANGES

Aruba premium support customers receive quarterly reports to help plan for network management. You can view case analytics from an overall perspective or by product group to drill down into case details. The CSM provides your quarterly case management reports. The custom dashboard in Aruba Support Portal also provides valuable information.

Figure 2. This screen shows historical case activity based on the case opened date. For example, Total Cases Created by Product Group shows the number of cases opened in the period by product.

BENEFIT FROM PROACTIVE AND PERSONALIZED ELEMENTS TO MITIGATE VULNERABILITIES

During Pro Premier on-boarding, the CSM will develop a Customer Success Plan for you based on discussions with your team. This plan will document your objectives and provide a guide for how Aruba's service will be managed.

Aruba Level 3 engineers will conduct a baseline review for Pro Premier customers that provides a high-level view of key aspects of the network and personalized recommendations based on Aruba best practices.

- Software awareness and defect reports
- Configuration standardization report
- Personalized product and security advisories
- Personalized end-of-life, end-of-sale and end-of-support notifications

Pro Premier also provides quarterly operational reviews led by the CSM to review key performance indicators (KPI), any impact to your customer success plan, and modifications needed to address.

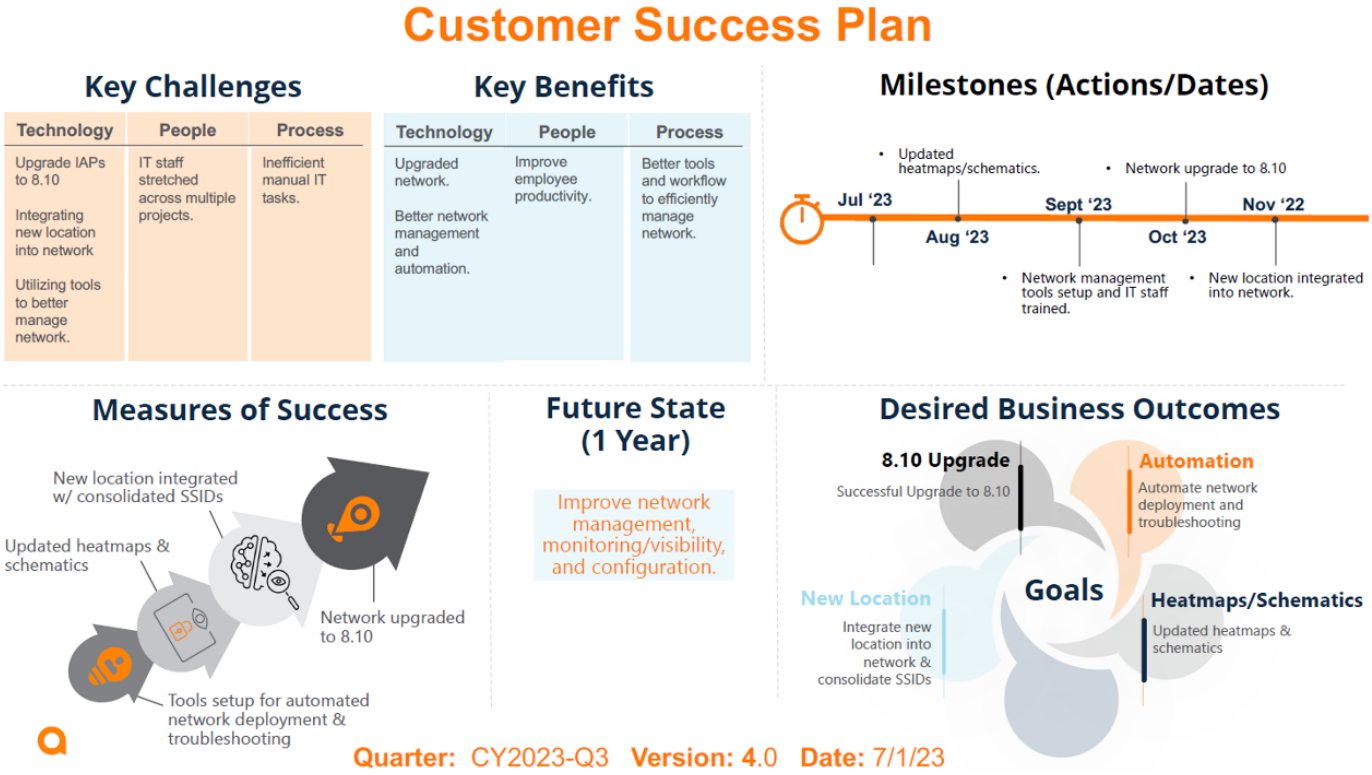


Figure 3. Sample Customer Success Plan

HOW TO ORDER ARUBA PREMIUM SUPPORT

Aruba Pro Care and Pro Premier supplement your existing Foundation Care for Aruba contract. To order, please consult with your Aruba sales representative or authorized partner to determine the support level that is right for you.

ABOUT ARUBA GLOBAL SERVICES

Aruba Global Services simplifies and accelerates the network technology life cycle, enabling your network to scale with better predictability and cost-effectiveness. Whether you operate your own network and need to improve your IT efficiencies, or you want to offload some of the burden, we have the services you need to reach your goals.

Learn more about what Aruba Global Services has to offer at: arubanetworks.com/services/

aruba
a Hewlett Packard Enterprise company

© Copyright 2023 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

SB_ArubaPremiumSupportServices_CA_012623 a00109851enw

Contact us at www.arubanetworks.com/contact