

SERVICE BRIEF

FOUNDATION CARE FOR ARUBA SUPPORT SERVICES

Your mission-critical network requires 24x7x365 attention and needs the backing of Foundation Care for Aruba support services. Foundation Care provides essential support entitlements, a range of flexible options for hardware replacement, and is the gateway service that allows you access to additional support services such as Aruba Customer Engineering, Aruba Pro Care, and Professional Services.

FEATURES AND BENEFITS	
Feature	Benefit
Priority access to Aruba TAC engineers 24x7x365	Increase the productivity of your IT team and network user community, without delays nor limits in problem resolution from our network support team experts
Access to all Aruba networks software releases	Keep pace with technology advances and new features, with advice from our expert teams on which software feature and maintenance releases apply to your specific equipment
Flexible hardware and onsite support options	Select the right level of service needed to complement your team capabilities and meet your budget requirements
Aruba Support Portal	Increase operational efficiency and lower operational costs with immediate online access to software along with best practices information and advice
Total Aruba product coverage	Receive essential support for all your Aruba products, including Mobility Controllers, chassis, line cards, power supplies, supervisor cards, software, wireless mesh routers, indoor and outdoor access points (APs), Aruba Instant APs, and switches
Aruba Customer Engineering support service	When TAC needs help to diagnose and fix your complex network challenges, the Customer Engineering team is available and can be dispatched by TAC to come on-site and assist in resolving problems for our Foundation Care customers

GAIN PRIORITY ACCESS TO ARUBA TECHNICAL ASSISTANCE CENTER (TAC) ENGINEERS

The Aruba TAC is your most important asset for reporting and resolving Aruba network issues, and for obtaining advice on software and best practices. Aruba TAC engineers are trained to aggressively resolve your hardware and software issues. They understand business challenges associated with networking, and use their comprehensive troubleshooting and network-design expertise to resolve problems quickly.

Foundation Care subscribers receive priority response, available 24 hours a day, 365 days a year, by phone and online. To ensure that TAC responds as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

KEEP YOUR NETWORK SOFTWARE UP-TO-DATE

Foundation Care support provides you with access to all feature and maintenance releases of Aruba software, important for enabling network device compatibility across your network and for sustaining efficient network performance.

TAC engineers can offer you advice on which software releases are available, and which are important to download for your particular devices and configuration. Software is available for download at any time, from the Aruba Support Portal. Also, when you need network patches or fixes, you receive prioritized attention to resolve the issue and get your network functioning at maximum performance.



SELECT FROM THESE FLEXIBLE SERVICE LEVELS

Foundation Care offers flexible levels of service for hardware and onsite support, so you can select what you need to complement your team capabilities and meet your budget requirements:

	NBD* Exchange	4 Hour Exchange	NBD Onsite	4 Hour Onsite	Call to Repair (CTR) 6 Hour
Parts and labor for hardware replacement	NBD delivery of parts only	4 hour delivery of parts only	Parts and NBD onsite labor	Parts and 4-hr onsite labor	Parts and onsite labor, operational within 6 hours of call on critical outages
TAC support	24x7	24x7	24x7	24x7	24x7
Software updates	Yes	Yes	Yes	Yes	Yes

*Next Business Day (NBD)

All Foundation Care service levels offer shipment of replacement network equipment. Aruba offers onsite support to replace equipment and resolve network issues. Hardware-only service levels are also available to support deployments of Aruba Central managed devices.

To check for the exact service levels that are available in your geography, request information from your Aruba partner or account manager.

IMPROVE OPERATIONAL EFFICIENCY WITH ARUBA SUPPORT PORTAL ACCESS

Our online Aruba Support Portal provides you with immediate access to the latest Aruba software, FAQs, field alerts, release notes, product documentation, and best practices. This vital technical information enables your team to effectively manage your Aruba network.

GAIN THE ADDED VALUE OF ARUBA CUSTOMER ENGINEERING FOR COMPLEX NETWORK CHALLENGES

Sometimes, network problems can be persistent and tough to diagnose and correct. This is particularly true in complex network environments. Our Aruba TAC team may dispatch experts from our Aruba Customer Engineering team as required, to come on-site and help to diagnose and to resolve tough network challenges.

ARUBA PRO CARE

Organizations with Foundation Care for Aruba are also eligible to purchase **Aruba Pro Care**, a “Know Me, Know My Network” support service. It reduces mean-time-to-resolution and the number of cases to manage by assigning a Senior TAC Engineer who also serves as the single point of contact for each case. Conservative estimates show that Aruba Pro Care can save up to \$500K in recovered IT productivity and reduced downtime.

PROFESSIONAL SERVICES

From assessment and design, through migration and deployment, and into operation, you can increase, and sustain, the value of your Aruba technology with our team of Aruba experts and purpose-built tools. Talk to your Aruba partner or account manager to learn about our packaged wired, wireless, and Aruba ClearPass services, in addition to discussing custom engagements.

MORE INFORMATION

For more information, including terms and conditions and a glossary of support terminology, visit our **Support Services Central** page. To learn more about our full range of Aruba Global Services including Support, Professional and Consumption service options, please go to the Aruba **Support and Services** site.

