

SERVICE BRIEF

PREMIER SUPPORT SERVICES

Extended downtime is not an option. With limited resources, you need trusted advisors to ensure network issues are resolved as fast as possible and to help guide your future plans. Through a designated technical services manager (TSM) and access to Aruba solution experts, Premier Support provides personalized and proactive support that results in enhanced utilization and resolution times approximately twice as fast as standard support.

| FEATURES AND BENEFITS | |
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| Feature | Benefit |
| Designated TSM | Drives cases to more rapid resolution through case prioritization, escalation management, and ongoing oversight |
| Access to Aruba solution experts | Enhance your network environment by taking advantage of all relevant product features and mitigate potential future issues |
| Fast path escalation | Expedite case and bug resolution through bypassing Level 1 support (for most issues) |
| Regular case reviews | Ensure cases are prioritized, resourced, and actively being resolved |
| Quarterly operations reviews | Align objectives through trend analysis, assessing CSAT results, and case reviews |
| Premier access 5 days a week, 8 hour a day | Convenience of TSM and solution expert coverage aligned to your working hours |

SINGLE POINT OF CONTACT THROUGH TECHNICAL SERVICES MANAGER

The TSM is your assigned resource to provide personalized and proactive support assistance. With comprehensive knowledge of your environment, the TSM improves your team’s productivity and helps minimize risk. The TSM supports your designated business hours and ensures cases are prioritized, resourced, and actively being resolved. Working with senior support and engineering resources, your TSM drives cases to resolution and defines workarounds to mitigate issues until resolution is provided.

PROACTIVE SUPPORT THROUGH ARUBA SOLUTION EXPERTS

Our senior-level product engineers are your subject-matter experts with regard to your Aruba network and any future upgrade or expansion planning. These specialists not only have strong product knowledge but also a deep understanding of your network environment including interoperability of products. They recommend changes to improve performance, utilization, and reliability. Our experts guide you to a stable, highly functional, and state-of-the-art network.

BENEFIT FROM FAST PATH ESCALATION

Premier Support customers benefit from a more rapid escalation on most cases, essentially bypassing Aruba Level 1 support and routing directly to Level 2 or 3 technical assistance center (TAC) engineers, depending on the case priority.

REGULAR CASE AND OPERATIONS REVIEWS

As part of Premier Support, Aruba will lead two periodic review meetings. Case review meetings will typically be held bi-weekly and cover status and updates of open cases, as well as a review of the resolution of closed cases. Quarterly operations reviews are also scheduled to assess support metrics including customer satisfaction surveys, case details, and trends.

ELIGIBILITY AND ORDERING INFORMATION

Premier support is available exclusively to customers with Foundation Care for Aruba support services.

To order this service, contact your partner or HPE account manager.

To learn more about our full range of Aruba Global Services including support, professional, and consumption service options, go to [Aruba Support and Services](#).