

SERVICE BRIEF

24x7 TECHNICAL SUPPORT FOR SELECT SWITCHES

Your network is critical to your business and requires direct access to experienced resources to resolve issues quickly. Created exclusively for select switches—including the new Aruba CX 6300 and CX 6400 campus and aggregation switch series—24x7 Technical Support complements the hardware and software features from the product warranty providing you priority access to the Aruba Technical Assistance Center (TAC). This helps ensure efficiency of operations not only through comprehensive troubleshooting but with guidance on design, configuration, and other best practices.

FEATURES AND BENEFITS	
Feature	Benefit
24x7 priority access	Increase the productivity of your IT team through direct access to experienced engineers with priority over warranty/non-support customers
Escalation management	Get a defined process to expedite escalation in a timely manner that provides more rapid resolution
Guidance on design, configuration, deployment, and interoperability	Improve the operational efficiency of your network through consultative advice on best practices by Aruba TAC engineers
Escalation (via TAC) to Aruba Customer Engineering (ACE) and Engineering Resolution Team (ERT)	Help minimize time to resolution through access to Aruba's highest support levels, if needed
Aruba Support Portal	Increase operational efficiency and lower operational costs with immediate online access to software along with case management and knowledge base access

GAIN PRIORITY ACCESS TO ARUBA TAC ENGINEERS

The Aruba TAC is your most important asset for reporting and resolving Aruba network issues, and for receiving 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.

TAC subscribers with 24x7 support receive priority response that is available 24 hours a day, 365 days a year, by phone and online through the [Aruba Support Portal](#). To ensure that TAC responds as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

IMPROVE OPERATIONAL EFFICIENCY

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 be informed and effective in managing your Aruba network.

RESOLVE COMPLEX NETWORK CHALLENGES

Network problems can occasionally 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 resolve difficult network challenges.

CONSIDER FOUNDATION CARE FOR ARUBA FOR ENHANCED SUPPORT

If you require more rapid hardware replacement or comprehensive software support, request information on Foundation Care for Aruba Support Services from your Aruba partner or account manager.

WORK WITH TECHNICAL EXPERTS – 24x7

24x7 TAC support provides you with essential access to troubleshooting help when you need it along with expert advice. Product not covered under an Aruba support contract will be serviced under the applicable hardware warranty.

Technical Support Feature	Warranty	24x7 Technical Support
Response Priority	<input checked="" type="checkbox"/> Commercially reasonable effort, not priority based	<input checked="" type="checkbox"/> Priority based with escalation management
Support Level	<input checked="" type="checkbox"/> Product conformance (break-fix) only	<input checked="" type="checkbox"/> Product conformance plus: <ul style="list-style-type: none"> • Guidance on design, configuration, deployment, interoperability, best practices • Access to ACE and ERT support as needed
Coverage	<input checked="" type="checkbox"/> Phone support: Monday – Friday (8-5 local time)	<input checked="" type="checkbox"/> Phone support: 24x7

Figure 1: Warranty vs. 24x7 TAC Support Comparison

ELIGIBILITY AND ORDERING INFORMATION

24x7 Technical Support is currently available for the following switch families:

- Aruba CX 6400 Series
- Aruba CX 6300 Series
- 2900 Series
- 2500 Series
- 2600 Series

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

For more information, including a glossary of support terms and terms and conditions, 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.