![aruba logo - a Hewlett Packard Enterprise company]

ARUBA PROACTIVE ENGINEERING CARE

Aruba Pro Care ensures you have fast access to Senior TAC Engineers with no AI bot in the way.

Aruba Proactive Engineering Care (Aruba Pro Care) provides 24x7x365 prioritized incident, and proactive support with fast track entitlement and fast path escalation for customers planning to build more branches, add more products, migrate from another vendor to Aruba, or migrate from on-premises to cloud.

With the hybrid workplace accelerating, organizations are closely examining IT and DevOps projects. According to a recent survey of 2400 IT decision makers, many are planning to invest in key capabilities to meet new business and personnel demands - from cloud and AI-based networking to analytics and assurance that ensure optimum networking performance. Aruba Pro Care is a key enabler to ensuring these high-return projects are deployed and ultimately run smoothly.

Aruba Pro Care provides fast track entitlement through our Welcome Center, direct access to Senior Engineers, solution support, and a single point-of-contact (POC) for case management. It is a cost-effective, personalized, and proactive support experience that increases IT efficiencies and network uptime by reducing the number of cases as well as mean-time-to-resolution (MTTR). This service brief describes the key features and benefits of Aruba Pro Care and how to order it.

COMPLETE YOUR VENDOR OR PLATFORM MIGRATIONS, UPGRADES, NETWORK EXPANSIONS, AND DEPLOYMENTS KNOWING ARUBA PRO CARE HAS YOUR BACK

No matter how much planning you put into staying 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 practically impossible to "keep the lights on" and complete new projects at the same time. Aruba Pro Care helps you balance your IT and DevOps workloads by allowing

WOULD YOU RECOMMEND ARUBA PRO CARE?

"Yes, it makes me more efficient and faster at my job. I got quick high level support that I needed to get my whole solution validated. I'm also getting the troubleshooting faster as key players are working right away at Aruba. So, it's definitely a plus for us to have Aruba Pro Care."

~ $10+Billion Financial Customer

you to leave troubleshooting to us so you can stay focused on completing your high-impact projects.

Aruba Pro Care will also never route you through an AI bot, providing you fast access to Senior Technical Assistance Center (TAC) Engineers, 24x7x365.

Aruba Pro Care means you have Senior TAC Engineers available as your single POC to help you through any issues that may arise. With this service, you get 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.

Your single POC assigned to your case:

- Is an Aruba Senior TAC Engineer with many years' 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

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 not only want it, but need it resolved quickly. With basic support agreements, finding the right person who understands your mission-critical environment can be tough. As an Aruba Pro Care customer, you enter a partnership with our support team from the moment you self-onboard by collaborating with our Customer Success Management team. With this team and a virtual Customer Success Manager (vCSM), we understand your goals and SLOs. Upfront, our team ensures they understand your current environment and desired future state. We work with you to achieve that 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 further saves you time by reducing the number of cases opened using a solution support approach to solving complex cases – that is, even when multiple products are involved in an issue, only one case is opened. This means you do not have to manage and monitor multiple cases, helping you be more productive.

GAIN ACCESS TO YOUR SENIOR TAC ENGINEER QUICKLY

These days automation can make product support so impersonal. Not so with Aruba Pro Care. When you call our support line, you get rapid entitlement through our Welcome Center, and thereafter, direct access to a Senior TAC Engineer who is your sole POC for your case. This engineer has all the experience required to drive your case to resolution, including if needed, coordinating with other Aruba Senior TAC Engineers. Plus, with access to development teams and other Aruba SMEs, your Senior TAC Engineer also gives you fast access to the latest product information.

CASE ANALYTICS HELP GUIDE YOUR NETWORK OPTIMIZATION

Aruba Pro Care customers receive quarterly reports to help guide a plan for network management. You can view case analytics from an overall perspective or by product group to drill down into product case details. The vCSM emails you your quarterly case management reports.

HOW TO ORDER ARUBA PRO CARE

Aruba Pro Care supplements Foundation Care for Aruba and is layered on top of your existing Aruba Foundation Care contract. To order, please consult with your Aruba sales representative 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: www.arubanetworks.com/services/

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