

ARUBA SUPPORT SERVICES AND WARRANTY COMPARISON

Warranties and service contracts are decidedly different. This document provides guidance on where Aruba Support Service contracts expand on what is covered under Warranty. Service contracts offer enhanced expertise, response times, and the personal touch your business needs to operate.

The table below compares standard warranty and Aruba Foundation Care support coverage.

Deliverable	Warranty	Foundation Care
Technical Support	<input type="checkbox"/> Commercially reasonable effort, not priority based	<input checked="" type="checkbox"/> Priority based with escalation management
	<input type="checkbox"/> Product conformance (break-fix) only	<input checked="" type="checkbox"/> Any consultative or operational engagement, including design, configuration, deployment, interoperability, best practices, ACE & engineering support
	<input type="checkbox"/> Phone support: Monday – Friday (8-5)	<input checked="" type="checkbox"/> Phone support: 24X7 support
Software Support & Updates	<input type="checkbox"/> Publicly available software only	<input checked="" type="checkbox"/> Priority based on-demand patch/maintenance releases to remediate critical issues, customer specific features etc.
Hardware Support	<input type="checkbox"/> Return to factory, Next Business Day ship, no committed delivery SLA	<input checked="" type="checkbox"/> Next Business Day and Same Business Day delivery commitments, with onsite labor options

Note: Warranties and service contracts are decidedly different in the level of effort provided.

Foundation Care provides technical support, software updates and upgrades and hardware support. Let's look at three scenarios that describe what a customer receives under a warranty versus Foundation Care coverage.

Note: The following scenarios may only describe a portion of what is covered under your warranty and Foundation Care. You may want to have an in-depth discussion about your needs with your Aruba representative.

SCENARIO 1

A customer calls into Aruba support for help with design and implementation questions related to wireless and wired integration with their back-end network infrastructure.

Warranty only: Support will not be able to assist as this is not a break-fix question. The warranty only covers support on product conformance to specifications.

Foundation Care: Aruba support will provide design, configuration, deployment, interoperability and best practices support. Customers with Foundation Care can also call in for consultative or operational support needs.



SCENARIO 2

A customer calls into Aruba support to ask about reports of widespread client connectivity issues on the WLAN that is significantly impacting service.

Warranty only: Since this issue falls under the product conformance specification, Aruba support will engage. The warranty provides a “commercially reasonable” effort, and the case will be assigned the lowest priority level. It will not be escalated.

Foundation Care: With this level of service, Aruba support will assign this case a higher priority level. If the issue is deemed critical, all or some of Aruba’s escalation framework may be triggered, and support may engage with sales, engineering and executive management to resolve the issue.

SCENARIO 3

Customer calls in to report that several APs are malfunctioning and requests replacement units.

Warranty Only: Aruba will offer Next Business Day shipping after the receipt of the RMA (Return Material Authorization) request. There is no delivery commitment date, which may vary based on customer location.

Foundation Care: For customers with a support contract, the delivery timeframe depends on the support program. At a minimum, the customer will receive replacement hardware on the next business day.

As you can see a business that requires high availability will most likely benefit from advanced warranty coverage. Aruba Foundation Care translates to a wise investment as customers can leverage extended break-fix and implementation expertise.

Please reach out to your Aruba Representative for more information.

CUSTOMER BENEFITS

The cost of a typical Aruba Support contract averages about 10% of the overall hardware investment. This relatively small investment can make a significant difference when protecting your mission critical applications and running day-to-day operations.

Aruba Foundation Care coverage provides:

- Faster resolution and mitigation of network issues
- Quick access to TAC support
- Flexible hardware replacement options