Vanguard
NETWORKS
Data Sheet

Services

Installation

Provisioning and Staging

Maintenance

Repair

Rapid Deployment

Service Stability

Hassle-Free Maintenance

Long Term Service Management

Benefits

· Reduce time to deploy, time to repair, and lower operating costs

· Single point of contact for our customers, resulting in rapid attention to, and resolution of new cases

· Focus on your core business, freeing up IT resources to manage other critical projects

· Gain a competitive edge over the competition with rapid deployment of cost-effective Vanguard Networks solutions.

· Benefit from the experience of Vanguard Networks' dedicated team of professionals for support.

· Lower number and cost of repeat maintenance calls

· Pick the service tier that fits your business model and operating environment.

At Vanguard Networks, we believe that our success is dependent on our customers' success. To us, this means a complete and total commitment to work with you to ensure round-the-clock, smooth operation of your mission critical network services delivered by Vanguard Networks products.

Our depth of service offerings gives us an opportunity to work closely with our valued customer's right from installation through maintenance and repair and finally through the upgrade process to new Vanguard Networks products. This close working relationship means that we support our customers every step of the way, both before and after the sale.

Over the past forty years, our global customer base which includes some of the largest financial and retail corporations in the world, running 24/7 mission critical applications have derived the benefits listed above. Vanguard Networks has consistently worked to recognize the service requirements of these customers, and the result of this work has been the variety of services available today. Vanguard has utilized its extensive experience in the design, installation, and support of 24/7 mission critical enterprise networks, and the experiences and feedback of these customers, to offer a unique set of services that best meets our customer's needs.

For the North American (NA) market, Vanguard Networks services include:

· Provisioning/Staging Services
· Installation Services
· Maintenance Services
· Repair Services

For the international market, Vanguard Networks partners with reputed enterprise systems integrators across the globe to bring services equivalent to those listed above to our global customer base. Repair Services for international customers are handled by Vanguard Networks technical repair specialists.

For information on services outside North America, please contact one of our partners in your region of interest. A list of international partners is available on our website at www.vanguardnetworks.com/services/overview.

Provisioning and Staging Services

Highlights

Software loading
(Verify software release)

Conguration loading

Diagnostic testing

Repacking the contents

Consolidated shipping

Shipping product(s) to the designated location

Enterprise Benefits

Your staff can focus on other core business efforts

Less human handling (effort and possible error concern)

Testing will be performed to precheck hardware and software

Lower your costs for staff support

Increase customer satisfaction

To enhance your network implementation, add Vanguard Networks Staging and Provisioning Service to your product order to reduce your staff's time, efforts, and your business costs. Our factory-trained configuration specialist will set your product configuration, provide testing, and shipment of your equipment. As an extension of our final integration and test operations, Vanguard Networks will perform Staging Services to move your product order to your final designated destination as quickly as possible.

Vanguard Networks, as a matter of standard business practice, has in place a quarterly review process with the manufacturing - staging center to ensure all business metrics are being met. Vanguard Networks and its Customer Support team is available to provide you support and direction every step of the way.

Keep in mind Vanguard Networks offers complete implementation services for Large-scale rollouts today! If your network is not operating at peak performance it cannot support today's emerging technologies. To remain competitive, you must upgrade or expand your network, but you may not have the in-house resources or time to do so. Vanguard Networks can help. For over two decades, Vanguard Networks has helped hundreds of companies implement successful cost effective networks. Why choose anyone else?

Whether you're implementing a new network or simply making enhancements, Vanguard Networks will partner with you to achieve a smooth start-up, fast and flawless transition, and optimal network performance. We'll help you deploy a full range of network infrastructure-equipment, software, and transport into a communications network that provisions for end-to-end services without impact to your regular business.

Provisioning/ Staging Service Type*	Provisioning/Staging Service Description
Network Consulting	Network Evaluation/Optimization. In-depth consulting services to help customers evaluate, analyze, and optimize their existing information network.
Network Design	Vanguard Networks works with customer to design/optimize their operating access infrastructure for smooth and efficient activation of services through Vanguard Networks products.
Site Services	May include activities like on-site Site Survey. Ensures that safety and preparation of installation sites meet the necessary standards.
Staging	Complete staging activities for Vanguard Networks products.
Provisioning	Weekend Dial-in Optimization or Reconfiguration Changes.
	Weekday normal business hours Dial-in Optimization or Reconfiguration Changes.
	Dial-in optimization or reconfiguration changes PPM, SI or PSE required but not on site.
Custom Services	Custom Services include custom software image building and testing or other requested custom services.
Expedited Services	Implementation with less than 5 days notice.

*For detailed service quotes, please contact your Vanguard Networks sales representative.

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Installation Services

Highlights

Implementation Coordination

Integration of Products

Pilot Testing and Diagnostics

Network Configuration and
Integration

Application Test, Turn-up and Tuning

Staging and Pre-testing

Rapid Deployment

Acceptance Testing

Technical Training

Support Contract Services

Enterprise Benefits

Obtain a single point of contact
that understands the deployment of
equipment and software.

Focus on your core business
competencies and enable your IT
staff to manage other critical
projects while we implement
your network.

Reduce the window to market with
a highly skilled implementation team
focused on seamless cutovers.

Reap the benefits of a designated
Implementation Coordinator
for support.

Achieve competitive advantage
with a rapid deployment of advanced
technologies.

For over two decades, Vanguard has helped thousands of enterprises all over the world install successful cost effective networks — all without impacting revenue-generation of our customer's core business. Why choose anyone else?

With our best in class network installation services, you'll work with a team of experienced professionals to meticulously integrate your network from start to finish. You'll retain ultimate network control, while benefiting from the knowledge of our specialists. Whether you're implementing a new network or simply making enhancements, we will partner with you to achieve a smooth start-up, fast and flawless transition and optimal network performance.

We'll deploy and install your Vanguard products' network infrastructure and software into your communications network. We'll also configure your network, conduct acceptance testing and coordinate all your pre-installation requirements without any impact to your regular business.

Installation Coordination

We offer a designated Installation Coordinator who will be your point of contact, accountable for an effective implementation plan that includes resource coordination, implementation planning (scheduling shipment and site-readiness), roll-out status, backlog, and success rate reporting as well as managing the escalation process to resolution.

Rapid Deployment

Our turnkey deployment can be customized to suit your individual needs. Along with installation of the product it can include demarc extension, and also accommodate specific mounting or cabling requirements. Vanguard Networks will test all equipment.

Installation Service Type*	Installation Service Description
Platform Specific Installation Services	On-site installation for all Vanguard Networks platforms including VG3400, VG242D, VG340E, VG342, VG6840, VG6841, VG7310, VG7330
Special Weekday/Weekend Installation Services	Service for time sensitive installation projects with Vanguard Networks engineer available on-site.
Upgrade Services	Available for customers upgrading their products to the latest Vanguard Networks product offerings.
Special Requests for On-Site Support	On-request customer site visits to resolve/evaluate specific customer reported issues not related to standard installation services.
Installation Services for Voice Options	Installation of voice services on all Vanguard Networks products; multiple pricing options based on number of voice ports to be installed.
Custom Installation Services	Installation service for non-Vanguard Networks devices.

*For detailed service quotes, please contact your Vanguard Networks sales representative.

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Maintenance Services

Highlights

Features:

Integrated Web support for hardware and software.

Technical email inquiries, responses and diagnostic information.

Software updates available for remote download.

Technical phone support for hardware and software.

Problem resolution by remote connection to your network.

Critical problem escalation for duplicating and correcting hardware or software issues.

On Site hardware and software support.

On-site problem resolution by field engineer if required.

Vanguard Networks replacement parts supplied by field engineer.

Benefits:

Complete solutions-oriented approach to product support from Vanguard Networks.

Onsite support to maximize your networks availability.

Increased customer satisfaction by delivering support onsite.

Infrastructure of technical experts.

Life cycle approach to networks which includes operations and support.

Easy access to Vanguard Networks support professionals.

Proven track record of high client satisfaction from over-performance to contracted response times.

Strategic support partnerships.

We take a life cycle approach to networks — from support plan development and implementation to the on-going operations and support of a diverse and potentially geographically dispersed equipment base. With our skilled technical support staff and strategic partners we rely on years of experience, best practices and national presence to deliver robust support services.
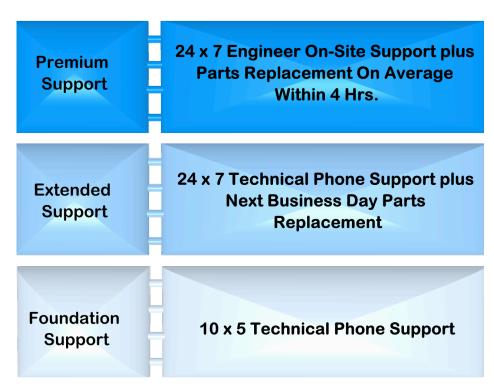
Our customers have come to depend on our proven track record of repeatability and management strengths in performing network support. Our industry expertise in retail, financial and service provider environments has made our engineers exceptionally valuable to our customers.

Within North America, Vanguard Networks offers three maintenance service plans described in the table below.

These include:
· Foundation Support
· Extended Support
· Premium Support

In addition, Vanguard Networks can customize our offerings to meet your specific business requirements. Wether you need more stringent SLAs or want to augment your resources with a subset of our capabilities, our service offerings are flexible enough to offer a suitable alternative.

Premium Support	24 x 7 Engineer On-Site Support plus Parts Replacement On Average Within 4 Hrs.
Extended Support	24 x 7 Technical Phone Support plus Next Business Day Parts Replacement
Foundation Support	10 x 5 Technical Phone Support

For detailed service quotes, please contact your Vanguard Networks sales representative.

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Repair Services

Highlights

Support for all Vanguard products including: 242D, 340 Series, 3400 Series, 6800 Series, 7300 Series, and selected older platforms.

RMA service covers chassis and all modules for supported products.

Covers any part repair, replacement and testing.

Available to customers all over the world, either through Vanguard Networks (North America) or selected international partners internationally.

Benefits:

One-stop service from Vanguard Networks skilled technical staff for all repair services.

Ensure continuity of repair services during and after migration to new Vanguard platforms.

Rapid turnaround time for repair services

Easy access to trained Vanguard Networks technical staff for repair related issues.

At Vanguard Networks, we build our products to perform reliably in the most testing real world environments, ensuring high availability for mission-critical enterprise applications. At the same time, we stay ready and prepared to assist our customers with the repair and return of products that may have failed in the field.

To this end, Vanguard Networks has made available a comprehensive global Return to Manufacturing (RMA) repair service that provides for repair of field installed products with a quick turnaround time. When utilizing the RMA service, customers can avail of high quality debugging and repair of failed products by Vanguard Networks experienced technical staff.

Our repair coverage of Vanguard Networks products includes chassis and modules, ensuring that customers do not have to rely on multiple vendors for repair services. In addition to our repair services, customers utilizing our maintenance services can benefit from complete solutions based problem resolution that adds to the benefits delivered by our repair services.

Need more info?

Vanguard Networks offers a full range of network lifecycle services. Services may differ from country to country. Contact your local Vanguard Networks' representative for details, or access our web site at: www.vanguardnetworks.com.