

NSGDatacom WorldCare

Network Support Services

At NSGDatacom we understand that your network must be in constant good health to ensure reliable and efficient service to your customers. To accomplish this, access to timely, comprehensive technical information and skilled resources is critical.

Our NSG WorldCare support portfolio provides the backup support that you demand and lets you select from options that augment your in-house technical expertise. More than just a simple break-fix service, NSG WorldCare also incorporates proactive features that will enhance the performance of your network and your team.

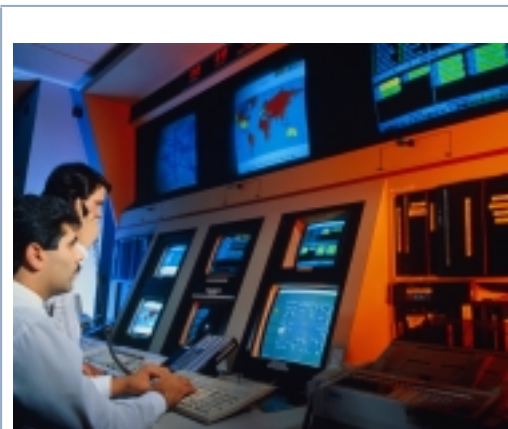
Basic and Advanced Offerings

The NSG WorldCare portfolio is designed to support organizations that can work through most network issues to customers that want the guarantee of a highly skilled technician on-site to resolve the most complex equipment problems.

Service Features

Remote Technical Support

Remote technical support lets you contact the NSGDatacom global support group for help with diagnosing and troubleshooting network problems. As a contract customer, you receive priority response from the technical assistance engineers who can employ remote diagnostic procedures to further investigate network problems. Engineers are available 24 hours a day for critical problems for contract customers.



- *Maximize Network Availability*
- *Protect Your Investment*
- *Expert Support to Enhance Network Performance*
- *Minimize Risk*

Network Support Services	
Features	Benefits
Unlimited annual support for entire installed base	Blanket support ensures easy, predictable budgeting and improved productivity
Multiple levels of support via the web, phone, and on-site	You select the right level of support to supplement in-house resources
Case logging and tracking via the internet	On-line case management ensures accurate information and rapid response
Priority access to highly skilled engineers that work hand-in-hand with R&D	Proven networking expertise provides fastest access to the best engineers
Access to all NSGDatacom software releases	Keep pace with technological advances without additional capital expenses

Parts Repair and Replacement

Parts repair and return are included in all NSG WorldCare programs. Both offerings provide next day parts replacement. Every repaired and replaced part is warranted and upgraded to the most current minimum ship revision level.

Defective parts must be returned to NSGDatacom to avoid being charged for the replacement part.

Software Update Service

Maintaining compatibility and coordinated software functionality is essential to sustaining peak network performance. Software Update Service provides both maintenance and feature releases for all NSGDatacom software in your network. With Software Update Service, maintaining software is a manageable process, not a capital expense, and ensures you are current with the latest technologies.

Support Options

Feature	NSG WorldCare	NSG WorldCare
	Basic	Advanced
Technical Assistance 9:00 a.m. to 5:00 p.m. local time	√	√
Technical Assistance 7 X 24	√	√
Access to 2nd Level Support	√	√
1 Hour Technical Response	√	√
Expedited Trouble Ticket Escalation	√	√
Web Access for Ticket submission and updates	√	√
Remote diagnostics	√	√
Standard Software Repair	√	√
Priority Software Repair	√	√
Software Update Service	√	√
30 Day Return to Factory Parts Repair	√	√
Next Business Day Parts Replacement	√	√
Monthly Trouble Ticket Report		√
On-site Technician		√
Quarterly Service Management Review		√



On-Site Maintenance

The NSG WorldCare Advanced option provides access to on-site engineering assistance for remedial problem identification and resolution when remote support is not sufficient. An NSGDatacom engineer or an authorize third party engineer will be dispatched upon request on either a next day coverage or full 24X7 service based on the support option selected.

NSG WorldCare Support

NSGDatacom has built a highly-skilled support engineering organization that delivers advanced, consultative support. Our support personnel have an average of more than 15 years of industry experience. This depth of experience and knowledge ensures long-lasting, productive support relationships, and ever-increasing customer satisfaction.

NSGDatacom

www.nsgdata.com

USA Offices

3863 Centerview Drive
Chantilly, VA, 20151-3232 USA

Phone: + (1) 703 793 2000
Fax: + (1) 703 793 2001
Email: sales@nsgdata.com

7435 New Technology Way
Frederick, MD, 21703 USA

Phone: + (1) 301 662 5926
Fax: + (1) 301 694 6279

International Offices

The Brackens, London Road
Ascot, Berkshire SL5 8BE, UK

Phone: +(44) 1344 893 000
Fax: +(44) 1344 891 990

903 Technology Center, 651
King's Road North Point, Hong
Kong

Phone: +(852) 2515 1700
Fax: +(852) 3527 7077