

COMPLETE CARE SERVICE

Our most comprehensive service bundle

OVERVIEW

The Smartoptics Complete Care Package is our most comprehensive service bundle that includes 24/7/365 support and advance product replacement with product warranty. The service can be signed on a 3, 5- or 7-year basis and paid on a yearly basis or up-front.

TAC 24/7/365

Smartoptics TAC 24/7/365 service is designed to be a reliable insurance to minimize downtime of customer networks. The service provides direct access to our team of designated support engineers who assists customers with anything from product questions to advanced troubleshooting. If required, TAC works closely with the R&D organization to provide rapid responses and effective case handling of hardware, software and optical performance issues. Included in the service is also the Software Subscription Service which provides access to the latest software as it becomes available.

The TAC team uses remote support tools with screen sharing capabilities which enables our engineers to see what the customer sees and experiences to quickly assess and pin-point problems.

The main contact interface is our web-based portal which features the ticket system, software access, documentation and knowledgebase. As soon as the customer has created a ticket, it can be tracked as Smartoptics TAC work on the case together with the customer.

This service is delivered with the standard SLA as follows;

Case severity	Response	Resolution	Operational hours
Critical	1 hours	8 Hour	24/7/365
Major	4 hours	24 hours	24/7/365
Minor	24 hours	72 hours	Business hours
Trivial	24 hours	72 hours	Business hours

ADVANCE PRODUCT REPLACEMENT & WARRANTY

The APR service as part of the complete care package includes full warranty for the entire period which the service is subscribed for. This service minimizes the cost of the customer's own spare stock. If a problem occurs, the customer simply reports it to Smartoptics Support who will assist in troubleshooting, if a hardware failure is confirmed, Smartoptics will ship out an equivalent replacement product the next business day. Once the replacement product has arrived and replaced the faulty product, the customer simply returns the faulty product to the Smartoptics designated service center. This service covers all Smartoptics products which the customer has ordered the service for (typically per purchase order). The products must have been deployed into service in a customer network to qualify for APR. The service can be extended up to a maximum period of 7 years from date of original product purchase.

ORDERING INFORMATION

Part number	Description
CompleteCare Service	Incl. TAC 24/7/365, APR, EWS