

## Vaioni ServiceNet

Vaioni ServiceNet offers accelerated warranty support and extended life for your network devices 24/7 with as little as a 2 hour response + 2 hour fix and is available globally in almost every country through a pool of over 2000 qualified engineers globally. Vaioni ServiceNet not only provides fast responsive access to replacement hardware with an engineer onsite to fix, but also software updates so you can take advantage of the latest developments from your device. Software updates include maintenance, minor, and major updates.

### *Vendors supported:*

Cisco – Most comprehensive service available  
 FortiGate – Most comprehensive service available  
 3Com  
 HP  
 Extreme  
 Nortel  
 Allied Telesyn  
 D-link

Feature	Vaioni ServiceNet
Incidents included	<b>Yes - Unlimited</b>
Spares included	<b>Yes</b>
2, 4 or 8 hour advance replacement of parts	<b>Yes</b>
24-hour technical assistance centre	<b>Yes</b>
Minor and major software releases for system software	<b>Yes</b>
Access to cisco.com	<b>Yes</b>
Software updates (Subject to T&C's)	<b>Option (Included in your Quote)</b>
Remote access diagnostics	<b>Yes</b>
Test calls	<b>Yes*</b>
Access to spares for disaster recovery	<b>Yes</b>
Multiple and mixed manufacturer support	<b>Yes</b>

Free phone technical assistance	<b>Yes</b>
Nominated account engineer for engineering continuity	<b>Yes</b>
Penalty payments	<b>Yes</b>
Off site back-up of configurations	<b>Yes</b>
Software update installation	<b>Yes</b>
Audits	<b>Yes</b>
Test lab access	<b>Yes</b>
Annual Strategic Network Review	<b>Yes</b>
Remote Network Management	<b>Yes -Optional Shadow service</b>
Guaranteed Fix Time	<b>Yes</b>