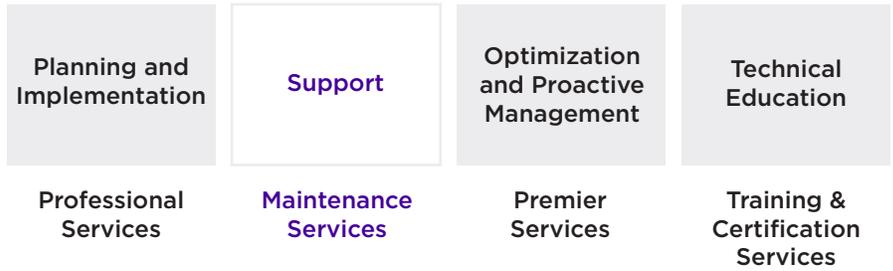


**Highlights**

- Gain the permanent networking expertise you need when things go wrong and take advantage of an engineering knowledge pool with extensive industry tenure.
- Relieve your IT team from the demands of unfamiliar crisis scenarios and redirect their energies to the projects that align with their talents and contribute to business.
- Count on a support team with an average tenure of 12 years. No matter who you talk to, they're wearing an Extreme Networks badge.
- Rely on consistent first person resolution. If you call Extreme Networks with a problem, we will not transfer you from tier-to-tier-to-tier to speak to an expert. The initial engineer you come in contact with will close your case better than 90% of the time.

**Here's When You Need Us For:**

- Global Technical and Web Support
- Software Updates and Upgrades
- Advanced Hardware Replacement
- On-Site Maintenance Services



**ExtremeWorks®  
Maintenance Services**

Full access to around-the-clock, direct support for any network issue that comes your way.

Your network is the backbone that supports the life of your business, and in the always-on, digitally driven business environment of today, there is no negotiating when it comes to staying connected. The network is now considered not only a required business function, but a generator of ROI. The hardware running in your network, especially within the core is critical to its functionality, and if you experience a failure, your maintenance agreement determines how quickly you'll be back up and running. Break-fix problems cannot be prevented entirely, but when they happen, they do not have to halt business operations. Your business deserves always available support to guarantee you can deliver services at the speed of business around-the-clock.

ExtremeWorks Maintenance Services is a comprehensive break-fix organization that provides full access to support no matter the problem you are experiencing with the hardware you are running; from configuration assistance to failure. If you find that a product you are working with is faulty, your maintenance agreement entitles you to next-business day delivery of your replacement part. ExtremeWorks also ensures that you are able to download and install the latest, most advanced software for your network devices until the end of service life. At Extreme Networks, there are no boundaries for solving customer problems. In the event of the unexpected, we work together effectively with all departments to minimize disruption and maximize productivity.

**ExtremeWorks Maintenance Services ensures that your business has full access to network support around-the-clock, no matter what issues arise. Here's what you can expect:**

- Award-winning technical assistance available nonstop
- Software updates and upgrades
- Multiple time-based hardware replacement options
- Web support
- Complete ExtremeWorks knowledge base
- Next Business Day (NBD) delivery for faulty product replacement

## Why You Need ExtremeWorks Maintenance Services

### First Person Resolution

With Extreme Networks, opening up a case won't send you on a multi-tiered hunt for technical answers, and you should never have to repeat the problem you are experiencing. ExtremeWorks provides constant forward movement on network issues. Better than 90% of cases are resolved with the first technical specialist who answers your call, eliminating the frustration of being transferred from representative to representative.

### Support Centers Are Close to the Builders of the Products

Most Extreme Networks support centers sit beside the original builders of our products. In many cases, the builders and inventors of Extreme features and functions are within close proximity of the support organization, making it easy to gain an in-depth view of a potential issue with faster resolution.

### Proven Method for Skills-based Routing

Extreme customer satisfaction is consistently measured between 92-95% globally, largely due to our proven method for skills-based routing. When you call support, we are going to connect you with an engineer who has expertise with the technology you are experiencing an issue in and can solve your problem fast.

### Full Visibility into Cases, Constant Contact with Key Stakeholders

When it comes to support, we believe in total transparency. When you open a case, support receives that case in their queue as does your account representative. All key stakeholders you are in contact with are aware of your obstacles, keeping open communication across teams. Further, the minute you're connected with a support specialist, at their fingertips, they have the ability to review all of your open cases, giving them a holistic perspective of issues you may be experiencing.

Choose ExtremeWorks Maintenance Services to stay on top of your network and ensure problem resolution is achieved as quickly as possible. When you choose Extreme, you choose partnership, built on 100% in-sourced support engineering expertise to solve your most pressing networking challenges. If the unexpected strikes, a cross-functional Extreme Networks team will be there. Protect the core of your network with ExtremeWorks Maintenance Services.



<http://www.extremenetworks.com/contact> / Phone +1-408-579-2800

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