Premier and PremierPLUS Support

What's Important to You?

- Are you running applications that are mission-critical to your organization's productivity?

- Does your business have a large percentage of geographically dispersed employees?

- Does your organization use cloud-based applications that require a robust and reliable network infrastructure?

- Does your organization have users with multiple devices connectivity?

Many of our customers have these types of business environments that depend heavily on their organizations' network infrastructures.

Premier Support is a customer top-rated, designated service that helps manage disperse Extreme Networks environments around the campus or the world, providing resources to manage day-to-day technical needs and to keep a watchful eye on your Extreme Networks investment.

Engage your local sales team or email premier@extremenetworks.com for more information.

Top-rated, proactive support and management - when and where you need it

Premier Services support is a proactive, priority case-queueing, high-touch post-sale support service that helps customers manage their Extreme Networks products and solutions. All resources and deliverables are designed to manage an organization's day-to-day technical needs and to provide analysis and recommendations, all while building strong, trustworthy customer relationships.

With all the tasks that IT organizations must focus on, having confidence in their network environment and its performance is a must. Premier and PremierPLUS Support help assure confidence after the deployment of your network investment by:

- Understanding your network requirements and your business needs thoroughly

- Recognizing network issues BEFORE they create a problem

- Maximizing employee productivity through increased network uptime and reliability

- Providing a designated contact for all your support needs, from asset management to problem resolution

- Providing visibility into how an Extreme Networks solution is being used to maximize your return on investment

Personal attention or personal attention with Managed Services? The Choice is Yours!

Extreme provides two Premier Services offerings, determined by your desired level of engagement:

- ExtremeWorks Premier

- ExtremeWorks PremierPLUS

		ExtremeWorks Premier	ExtremeWorks PremierPLUS
Premier Support	• Network-level support for Extreme Networks products • Named premier contact • Service relationship management • Project oversight • 7 X 24 access (off-hours coverage provided) • Present in all required regional locations • Priority case queuing	✓	✓
Service plan	• Documented service engagement process • Contact methods • Network diagrams	✓	✓
Account status meeting	Two (2) review meetings per month	✓	✓
Premier on-site support	Available for purchase by contracted Premier accounts only	✓	✓
Premier resident engineer	Available for purchase for such needs as staff augmentation and day-to-day operational support activities	✓	✓
Root cause analysis reports	Upon request	✓	✓
Asset survey	Annual	✓	✓
Business reviews	Quarterly in-depth account review. Includes minimum one in-person meeting per year.	✓	✓
Network integrity review	Periodic review of known issues, where a fix has been identified and released, based on the customer's install base and product code	✓	✓
Network change validations	Two per year, pre-implementation validation for major software upgrades	✓	✓
ExtremeWorks maintenance	• 24x7 GTAC support • Software updates and upgrades • Range of hardware replacement and on-site options to meet your needs and budget • Coverage on peripherals	✓	✓
Customer profiles and asset management	Ensure all products are covered under the correct entitlement. Account profiles set up for GTAC include network information, contact lists, and more.	✓	✓
Network monitoring	Proactive problem notification regarding network performance, health, and security		✓
Incident response	Accelerated problem detection and resolution of Extreme Networks supported devices, including updating configurations and software		✓

With Premier Support, Extreme Networks offers more than just reactive maintenance coverage. We provide active engagement, discuss best practices for your network, assess your organization's network demands, and make recommendations to maximize return on investment. Extreme offers a complete range of professional services and support options. Talk to your sales representative for details.

Extreme networks