

Lifetime Warranty for Stackable Ethernet Routing Switches

Reducing operational costs and delivering improved value for enterprise networks

Network managers are under increasing pressure to deliver on many fronts. Topping the list of business priorities¹ is improving both 24x7 availability and cost management/reduction. It demands innovative thinking to successfully achieve these seemingly mutually-exclusive objectives and this is an area where Avaya excels. Network resiliency is one of Avaya's key strengths and a clear genuine differentiator. We have expanded the active capabilities of our products, offering a flexible combination of warranty and cost-effective support services.

Lifetime Hardware Warranty

Avaya includes Industry-leading warranty services on the Stackable Ethernet Routing Switches portfolio, which consists of the ERS 2500, ERS 4500, and ERS 5000 Series product lines. Complimentary next-business-day shipment of failed hardware now extends for the full life of the product². All countries will receive next-business-day shipping to replace failed hardware.



Lifetime Technical Support

Avaya offers complimentary basic technical support (Level 1) for the supported lifecycle of the product. This includes the software version shipped with or updated through optional SRS Basic or a separate Service Contract over and above our normal Warranty. This service covers:

Case management lifecycle

- Opening cases with Avaya via the web to report a problem
- Nodal (switch/stack) problem isolation, data collection, investigation, status updates
- Solution identification and resolution within software and hardware capabilities

Types of issues covered³ include:

- Diagnosing basic hardware and software issues through on-board diagnostics
- Assisting with basic hardware troubleshooting and device configuration
- Known issue resolution within software and hardware capabilities
- Emergency recovery service

For the first 90 days after the shipment date, advanced support (up to Level 3) is available. This covers:

- Network troubleshooting and interoperability with other Avaya products
- Network troubleshooting and interoperability with other vendor's equipment against IEEE and IETF protocol standards
- Correction of defects⁴ in the product found in the new installation within software and hardware capabilities
- Software patches to the most current code level at time of product shipment
- Lab reproduction of issues as needed to drive resolution

Avaya offers service contracts providing enhanced software functionality and extended full technical support beyond the first 90 days after shipment. We encourage full coverage of your network to help reduce business risks and maximize return on your investment. To stay current on your software loads we recommend software subscription.

Software Subscription

Avaya introduces a new approach to maintaining product integrity as well as progressively enhancing capabilities. This new subscription service complements the industry-leading Hardware and Software Warranty, and supplements the comprehensive range of traditional support services currently available. The cost-effective Software Release Subscription (SRS) Basic service entitles you to access relevant software releases for 12 months. Although not mandatory, it is good practice to install all new releases to maintain devices at the current version.

Summary

Many businesses simply cannot afford premium levels of support for every element in their networks. Flexibility is key to meeting the varied and challenging requirements of doing business in a cost-sensitive economic environment. While it remains best-practice to purchase a full-service, combined hardware and software support contract for critical and sophisticated network components such as core switches, there is a real business case for a tailored, cost-effective support level for peripheral devices. This is precisely the intent and value of the new cost-effective Avaya SRS Basic offer.

Avaya's unique product capabilities and innovative approach to support provides genuine cost-efficiencies for Stackable LAN Switches. Proven qualities include:

- Avaya's Stackable Switches are inherently robust, and feature market-leading 'Stackable Chassis' resiliency capabilities that deliver unique always-on networking at the edge.
- Avaya's recently enhanced complimentary hardware warranty provides next-business-day shipping replacement for any failures during the life of the product.
- Complimentary lifetime basic software technical support – and all support levels for the first 90 days – helps ensure seamless support during the product introduction phase in addition to ongoing day-to-day operations. You can also extend your support beyond manufacturing discontinued with a Avaya Service package.
- The optional SRS Basic service helps ensure cost-effective access to software patches and maintenance releases, as well as new major and minor feature releases for a renewable, 12-month period.

Avaya's long and varied experience with enterprise networking allows us to think outside the box, to innovate new products and services to meet the real-world needs of modern businesses.

The ever-challenging economic climate means that now, more than ever, Avaya is best positioned to drive exceptional efficiencies through value-for-money products delivering best-in-class resiliency, performance and security capabilities, and supplemented by industry-leading warranty and cost-effective support options.

Accessing Warranty and Support

You can access support.avaya.com, Avaya's primary portal for support services, to leverage any of these service options. Technical Support Service is available globally during normal business hours of operations for casual, non-contracted customers. Avaya may request serial number details and/or proof of purchase in order to validate an entitlement to warranty. Full support does not include on-site rapid-response support.

Learn More

To learn more about Lifetime Warranty Services for Ethernet Stackable Switches, contact your Avaya Account Manager or Avaya Authorized Partner. Or, visit us online at support.avaya.com.

¹ Gartner: Top Challenges Facing IT Infrastructure and Operations Executives [June 2008].

² As per Industry norm for hardware, 'Lifetime' is defined as the production lifecycle phase, plus 5 years post-discontinuation. Software lifetime expires in line with published end-of-life dates.

³ Services not covered include interoperability troubleshooting, lab reproduction of issues, installation support, capacity and engineering analysis. These are available through Avaya Service contracts.

⁴ Software corrective fixes may be made available to customers at Avaya's sole discretion. Access to the software may require a software subscription.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

The Avaya logo consists of the word "AVAYA" in a bold, red, sans-serif font. The letters are closely spaced, and the 'A's and 'Y's have a distinctive shape.

INTELLIGENT COMMUNICATIONS