NetDzine
Smarter Networks

NetDzine
Support & Services Brochure

Introduction

With the ever-growing reliance on IT in business, effective network management and support is now more important than ever. Ensuring continuous network connection is increasingly business critical. Performance and security issues reduce productivity and profitability, leading to staff and customer complaints.

Internally managing an evolving network involves considerable resource, multiple specialist skills and staff overheads.

NetDzine's support & professional service offerings allows the customer to pick the appropriate level of service and benefit for their business, from the assurance of having a qualified networking engineer at the end of a telephone / remote screen session or onsite.

NetDzine's goal is to make the customer's life easier & less stressful.

Why NetDzine?

NetDzine's values centre around honesty & a straight-talking, no-nonsense approach to customer support and consultancy. The company is privately owned and run by someone who has been on the front end of customer network design & installation projects for over 15 years, being very aware of the nuances of customer installations and support challenges.

As an Authorised Training Partner (ATP) for Extreme Networks we run our own NetDzine Training Academy offering both "Off the shelf" and bespoke training to suit your team's needs allowing to self-serve in future. Find out more at https://www.netdzine.co.uk/training. If you don't see something that meets your needs, we may be able to offer a more bespoke package to suit.

Support Offerings

We offer three distinct support offerings. Each can be used independently from each other. Choose any combination, one two or all three as needed.

PAYG: Our Pay-as-You-Go option allows you to buy 'tokens' which can be used for either support or professional services remotely as needed. Each token provides up to 1 hour of support / configuration. If your session exceeds the one-hour mark, then an additional token will be used. Simplify your experience by purchasing token blocks of 10 upfront, ensuring seamless use at your convenience, scheduled for a time that suits you best. This does not require any support contract in place, only that tokens are purchased before use, giving you ultimate flexibility.

NetAssist: This provides remote technical support with a NetDzine Engineer to assist with the diagnosis of technical problems on your covered equipment. The engineer will not make out of scope configuration changes. Only small changes in tandem with you which are necessary to address/identify a perceived technical issue or bug. NOTE: This is not a service to configure new features or changes in the design of your system. (Professional Services or PAYG above should be considered for these instances). This service does not grant access to vendor support, software updates or hardware replacement services. This service is available on a best effort basis, Monday to Friday 9:00am to 5:00pm, excluding bank holidays.

NetPlus: This premium service grants direct access to vendor support, software updates & hardware replacement. You raise support tickets directly with the manufacturer. This service is available 365x24x7 and comes with premium SLA's (refer to SLA matrix further in this document)
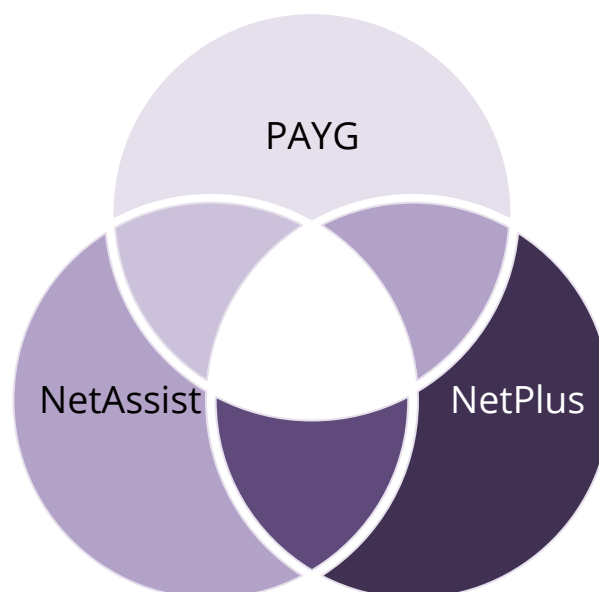
Example scenarios below:

Scenario 1: You have had a new network installed by a NetDzine who now have working knowledge of your new installation. You wish to ensure that all your hardware is covered by extended warranty benefits offered by the manufacturer such as firmware updates and hardware replacement together with a support offering that's provided 24 hours a day in case of critical service outages. But you know that the manufacturer will not have a working knowledge of your network and that there are times when you just need to ask some questions that only someone who installed it and has been to your site who would easy understand. **Choose NetAssist + NetPlus.**

Scenario 2: You already have an existing support agreement procured elsewhere which provides vendor support, but you feel that the general day to day support queries are not being addressed as you would expect. Your system has grown organically and is requiring frequent design & configuration changes. **Choose PAYG + NetAssist.**

Scenario 3: You are comfortable with general day to day operation and understand your network fairly well and need to have the break/fix support, firmware updates and hardware replacement services offered from the manufacture. But you require occasional help configuring new features on the network. **Choose PAYG + NetPlus.**

Support Matrix

	PAYG	NetAssist	NetPlus
NetDzine remote engineer support	✓	✓	
NetDzine remote engineer design/configuration	✓		
Direct vendor support			✓
Access to vendor software/firmware			✓
Vendor hardware replacement *			✓
Terms	Pay as you go	Yearly	Yearly
SLA's	Best Effort	Best Effort	See SLA's

*Vendor hardware replacement does not include replacement configuration. Recommend Professional Services or PAYG token use.

Each option can be purchased independently of each other.

PAYG (Pay As You Go). Purchase support tokens. Each provides up to 1 hour of support/configuration.
Examples:
35 minutes of remote support (1 token)
1 hour 20 minutes of remote configuration (2 tokens)

Professional Service Offerings

NetDzine provides two professional services offerings, giving the flexibility for your business. For ad hoc, or hourly based configuration, support & consultancy, PAYG (Pay-as-you-Go) is your best fit. While for larger engagements that span days rather than hours then typical day-rate professional services is the best fit.

	Hourly	Day Rate
Remote Professional Services / PAYG	✓	✓
Onsite Professional Services		✓

Discounts available if purchasing Pay As You Go (PAYG) tokens in pack of 5 of more.
Onsite Professional Services typically incur travel expense surcharge

Support vs Professional Services

Know the difference between support and professional services. One diagnoses a problem where a behaviour is not expected due to minor misconfiguration or a bug, the other provides consultation and/or configuration to change a feature or the design of your system.

	Support	Professional Services
Cost	Hourly (PAYG) or yearly contract	Charged at hourly (PAYG) or daily rate
What is provided	Diagnose bugs and technical issues Short configuration-based queries less than 10 mins. Engineer will not actively make any configuration changes outside what is needed to diagnose. Not used to ask how to configure a particular feature or mechanic.	Design and configuration Engineer will actively participate in design, consultation & configuration of systems and hardware
SLA	See SLA matrix	Prebooked

Onsite Professional Services typically incur travel expense surcharge

Case Level & SLAs (NetPlus)

Priority	Response	Resolution	Definition
C1	< 15 minutes	< 4 hours	Customer's network segment or management application is down or experiencing a consistent, measurable performance impact with no immediate resolution available
C2	< 1 hour	< 1 day	Customer's network is experiencing intermittent failure or degradation of network or management application
C3	< 8 hours	< 10 days	Customer has issues that do not affect normal network or management application operation and/or questions concerning product function or use.
C4	Immediate	N/A	Submission of a product enhancement /new feature request

Above SLAs related to direct vendor support only (NetPlus)
Direct vendor remote technical assistance is available 365x24x7