

Maintenance Service

Network Operations challenges

Network management organizations are facing increasing network complexity and rapid technological change. In today's hypercompetitive market, customers cannot afford for their networks to be down or plagued by technical incidents. Network performance issues do not just mean increased maintenance costs and lost revenue; these issues have a negative impact on a customer's brand perception. In addition, customers need to cope with the increased stress and demands on their internal network engineering resources when performance issues occur.

Maintenance Service

A high-performing network is critical to business. Companies need to access the right resources to resolve issues as quickly as possible, and the flexibility to get different levels of support depending upon their needs. Above all, businesses want that support to be proactive. Maintenance Service addresses these needs by providing highly responsive and proactive support to the customer's in-service network using a highly focused technical support team. This service offering provides quick access to the right individuals who are familiar with their network, is proactive rather than reactive, and offers flexibility in how they use that support.

Business outcomes

Modern businesses want cost-efficient proactive services. Maintenance Service helps to identify potential issues ahead of time and proactively maintain the network. For customers seeking specialized, personalized services to resolve their network issues, the Maintenance Service offering comes with

highly trained and experienced engineers who are familiar with the customer's networks and people and are responsive to their needs. Because not all products require the same level of support, Maintenance Service offers different tiers of support and adapts to the customer's changing network environments.

"Many industry studies show that effective maintenance and technical support is the leading cause of a positive user experience."

Maintenance Service tiers

Maintenance Service offers three key levels of technical support that allow customers to tailor their support level on a product-by-product basis: Select, Comprehensive, and Premier. Higher tiers provide enhanced levels of responsiveness, personalization, and proactivity.

Select Support: The Select Support tier offers access to Ciena specialist engineers 24 hours a day, every day of the year; access to most current releases, upgrades, or updates; and a dedicated online portal to track progress, status, and updates.

Comprehensive Support: Comprehensive Support provides higher level of features and support than Select Support, which helps in faster recovery and resolution.

This tier offers some key features to help with customer network needs, including a senior services specialist, and 24 x 7 in-region support.

Premier Support: The Premier Support provides a much more proactive and account-centric experience, with an assigned senior support engineer, customer service manager,