

## DATA SHEET

# SmartSupport

## Ciena Specialist Services

Ciena's SmartSupport service is an effective solution for managing network needs, providing around-the-clock access to Ciena specialists to help you resolve any maintenance issues in your network. Along with regular system updates, SmartSupport helps maintain your network's performance and realize an early return on investment.

### Service overview

Network management organizations are facing increasing network complexity and rapid technological change. Ciena's SmartSupport service grants you access to our specialist engineers 24 hours a day, every day of the year, to help solve your network issues when they arise and assist with other day-to-day network management problems.

Along with network support, SmartSupport provides access to the most current releases and functional feature enhancements for operational and application software, allowing you to gain a competitive edge by benefitting from those enhancements as they become available.

SmartSupport is available globally in your local language (limitations apply).

### Deliverables

#### Unlimited access to technical support

Ciena's global support teams of highly experienced product specialist engineers are on standby around the clock to resolve any reported network issues or assist with product or network management-related queries. They will diagnose system issues,

### Features and Benefits

24x7x365 access to:

- Worldwide telephone support
- Remote diagnostics by a team of Ciena specialist engineers (in your language, where available)
- Online portal to check the progress, status, and updates of open trouble tickets
- Latest software releases, updates, and upgrades to download and apply to network elements