

Orchestrating a brighter world

NEC

NECare Network Essentials



NEC could save you money and improve your business outcomes by supporting both your voice & data networks.

Industry leading, device level support

Your data network is a lifeline. It connects customers to your business and provides staff with uninterrupted access to critical business applications. A device failure can bring down a network and the impact can be detrimental to productivity, customer perception and your bottom line.

NEC's support services are focused on maintaining business continuity because we understand that the business activities enabled by network devices are what ultimately matters. NEC's Network Essentials Service does more than simply maintain devices. It strives to keep you connected to your customers, no matter what the time or day, or where they are located.

NECare Network Essentials provides critical device level support for enterprise network infrastructure. As part of NEC's Multi-vendor Technical Services portfolio, NEC Network Essentials gives your IT staff direct, 24x7 access to networking experts and online resources at NEC, helping them resolve network device issues, quickly and easily.

In essence, NEC's global support capabilities become an extension of your own. NEC provides the right technical expertise when you need it most. It reduces expensive and extended downtime, and improves network availability and performance.

Beyond warranty

NEC Network Essentials solves the problems created by vendor warranty limitations. Warranties are rarely designed with critical business environments in mind. As a result, they offer limited services, available for short periods, which cannot be accessed quickly. NEC's Network Essentials provides a comprehensive device-based support solution that's available when and where you need it most. No service delays. No warranty restrictions.

Simplify network support with an expert, dedicated service provider.

Geographical coverage

NEC maintains an extensive national footprint. For decades NEC has invested in a national and regional service support capability designed to keep its customer's network disruptions to a minimum. This experience includes support for Australia's leading corporations, government institutions and emergency service providers. As a result, critical replacement parts and field engineers are located closer to your network, technical expertise is easier to obtain and technical assistance can be onsite sooner.

With this investment in place, NEC Network Essentials can also undertake incident diagnostics remotely, develop appropriate remedial action swiftly and implement technical fixes more effectively. Should hardware need replacement, NEC's On Site and Advanced Parts Replacement options provide a breadth of geographical coverage and service level choices that mean uptime will be assured, wherever and whenever a problem arises.

Ultimately, this capability lowers your cost of support, improves your return on network investments and reduces the impact of any service disruption.

Integrated multi-vendor support

NEC has extensive experience supporting business-critical, multivendor environments. This is a vital capability in today's world as networks typically contain devices from a variety of vendors. This variety introduces complexity. Every vendor agreement is unique, with varying entitlements and service conditions. Supporting and managing devices from different vendors requires a broad range of technical skills.

NEC Network Essentials is designed to manage this complexity. It uses NEC's proven multi-vendor support framework to deliver an integrated support solution. This means you receive a consistent, high-quality and timely service, irrespective of the device platforms in use. The result is fewer network outages and improved business continuity.



Delivering value to your business

NECare Network Essentials service includes:

- **A single point of contact** for all device support needs: both technical and commercial. NEC provides a seamlessly integrated solution, eliminating the challenge of managing multiple, disparate, vendor contracts.
- **Incident management.** This means more than simply fault reporting. NEC tracks the progress of service requests through its organisation. This process ensures requests are efficiently routed, or escalated as necessary, resulting in faster incident resolution.
- **Contract administration.** Ensures service contracts are appropriately managed, renewed and updated. The administration of vendor support service relationships is also covered by this service.
- **Contract consolidation.** Streamlines existing contractual relationships so that terms and conditions are consistent. This includes aligning service levels and coverage periods and consolidating invoices. Once in place, this service saves you time and clarifies the commercial relationships governing your network environment.
- **Multi-vendor support.** NEC provides one integrated support service for all your needs irrespective of the technology platform in use. This means you can focus on improving network performance instead of managing vendor relationships or maintaining disparate equipment.
- **Online resource access.** Gain unlimited access to NEC's online resources, along with resources other vendors make available through NEC.
- **Operating System (OS) upgrades.** NEC Network Essentials provides access to OS upgrades for your network devices. This means devices perform to their full potential, while maintaining access to the latest OS features.
- **24 hours per day x 7 days per week remote technical support.** NEC gives you access to technical expertise around the clock, initiating service requests as needed.
- **Flexibility and choice.** Multiple Service Level options with Advanced Parts Replacement and On-Site Support. NEC offers a range service coverage options to allow customer choice and flexibility. A different level of support can be chosen for each device that best reflects its role in maintaining the performance of critical business activities.

Service options include:

- > 8 hours per day x 5 days per week x Next Business Day (NBD) spares replacement
- > 8 hours per day x 5 days per week x 4 hour spares replacement
- > 24 hours per day x 7 days per week x 4 hour spares replacement
- > 24 hours per day x 7 days per week x 2 hour spares replacement
- > Optional on-site technical assistance in support of the above offers

An appropriately qualified engineer replaces faulty network hardware on site.

Flexible solutions, complete coverage

NECare delivers a comprehensive range of maintenance and support services covering NEC and other vendor equipment that comprises your ICT ecosystem. As every organisation has unique business requirements and budget frameworks, you can choose from a wide range of solutions offering:

- National coverage
- 24-hour help desk, 365 days a year
- Specific contracted response times
- Flexibility to suit changing business needs
- Guaranteed availability of spare parts
- Expert staff visiting your site or supporting you remotely
- Multi-vendor technical and maintenance support
- Web access to raise, report and track incidents or requests

Option of **NECare Remote Management** to further enhance the features of **NECare Network Essentials**.

Why NEC?

The extensive resources behind NECare are second to none. Local solutions, national coverage, close vendor partner relationships and access to global resources.

- We have geographically dispersed technical staff across Australia with a diversity of technical expertise and experience able to provide on-site support.
- NEC's Australian based technical assistance centre supports NECare customers remotely and partners with on-site technicians to enhance service delivery.
- NEC's highly certified engineering department has access to global NEC resources and the backing of multiple close vendor relationships allow NEC to deliver excellent support to the diverse technology ecosystems typical of our customers.
- NEC guaranteed availability of spare parts: with spare parts strategically located across Australia, NECare has fast access to all replacement parts required to keep your network performing when and where required.

Feature	Network Essentials	Remote Management
Easy "one number" contact: 132 632	✓	✓
Web portal for incidents, tracking and history: http://necare.nec.com.au/	✓	✓
Email contact: national.necare@nec.com.au	✓	✓
Incident Management		
• Fault Logging	✓	✓
• Remote Analysis & Diagnosis	✓	✓
• Onsite Support	*	
Advance Parts Replacement		
3rd Party Escalation Handling	✓	✓
Contract Administration		
8:30am to 5:00pm Monday to Friday	#	*
7:00am to 9:00pm Monday to Saturday	#	*
24 x 7 coverage	#	*
Public Holiday Coverage		
Change Management Soft Moves, Adds and Changes	*	*
Event and Alarm Monitoring		
Performance Monitoring	*	✓
Availability Monitoring		
Automated Notification and Escalation	*	✓
Root Cause Analysis Monitoring		
Voice Quality Monitoring	*	✓
IPT & Data Device Discovery (Inventory List)		
	*	*
# Selectable option * Chargable option		

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