

Orchestrating a brighter world

**NEC**

# Maintenance and Technical Support Services NECare



# The cost of communications downtime emphasises the need for quality maintenance and technical support.

On average it takes 3.5 hours (210 minutes) to restore any of the five most common communications outages:

- Power interruptions
- Hardware failures
- Network issues
- Software bugs or corruption
- Lack of routine maintenance

A long term outage can have a significant financial impact on your organisation.

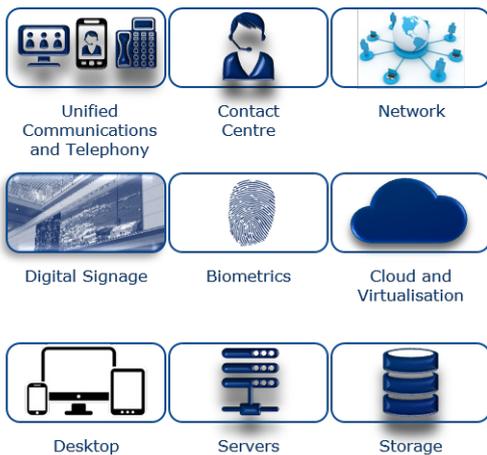
## Overview

NECare service solutions support ongoing business continuity and customer service levels by ensuring any service interruptions are quickly rectified. All this is backed up by our proven experience and expertise gained over many years managing the ICT requirements of Australian organisations.

NECare packages offer comprehensive support for a wide range of IT, networking, telecommunications, contact centre and collaboration solutions. You can benefit irrespective of where you sourced your equipment because, as a multi-vendor supplier, we cover most types and brands. Service offers are available for a range of contract periods, from 12 months to 5 years.

The package offers build from a base level to an “always on” service for customers that operate in mission critical environments or operations where network availability and immediate service delivery is essential.

NEC is expert in managing the complex tasks of supporting your voice, data and network infrastructure in a multi-vendor environment. So you can focus on your business rather than the IT infrastructure and services that support it.



### NECare Service Solutions provides:



- **One** Support contract for all of your devices, irrespective of vendor.
- **One** Number to call for support from Australia based certified experts.
- **One** NEC team, Australia wide 24x7.

## NECare Maintenance and Support Service offers

| NECare Package     | Coverage  | Response Time (Remote)  | Response Time (Onsite)  |
|--------------------|---|---|---|
| Essential          | 8:30am to 5:00pm Monday to Friday excluding Public Holidays   | Priority 1: 2 hours<br>Priority 2: 4 hours<br>Priority 3: 8 hours   | Priority 1: 2 hours<br>Priority 2: 4 hours<br>Priority 3: 8 hours |
| Standard           | 7:00am to 9:00pm Monday to Saturday excluding Public Holidays   | Priority 1: 1 hour<br>Priority 2: 2 hours<br>Priority 3: 4 hours    | Priority 1: 2 hours<br>Priority 2: 4 hours<br>Priority 3: 8 hours |
| Premium            | Coverage for Priority 1 incidents is 24 hours, 7 days per week including Public Holidays.<br>Coverage for Priority 2 and 3 incidents is 8:30am to 5:00pm Monday to Friday excluding Public Holidays | Priority 1: 30 minutes<br>Priority 2: 1 hour<br>Priority 3: 4 hours | Priority 1: 2 hours<br>Priority 2: 4 hours<br>Priority 3: 8 hours |
|                    | 9:00am to 5:00pm Monday to Friday, excluding Public Holidays  | Priority 1: 1 hour<br>Priority 2: 2 hours<br>Priority 3: 4 hours    | Next Business Day parts replacement                               |
| Network Essentials | 9:00am to 5:00pm Monday to Friday, excluding Public Holidays  | Priority 1: 1 hour<br>Priority 2: 2 hours<br>Priority 3: 4 hours    | 4 hour parts replacement  |
|                    | 24 Hours, 7 days per week, including Public Holidays  | Priority 1: 1 hour<br>Priority 2: 2 hours<br>Priority 3: 4 hours    | 2 hour parts replacement  |
|                    | 24 Hours, 7 days per week, including Public Holidays  | Priority 1: 1 hour<br>Priority 2: 2 hours<br>Priority 3: 4 hours    | 4 hour parts replacement  |
| Remote Management  | 24 hours, 7 days per week, including Public Holidays  | 2 hour Remote Response (24x7)<br>15 minutes for alarms              | No onsite attendance  |

Time of day referenced in the above table is relevant to the time zone of the contracted site location. Full details of each service offer, definitions of Priority levels etc. are explained in the Terms and Conditions that accompany each NECare Service Agreement.

Network Essentials offers are built specifically to support data networking products.



## Essential

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### 8:30am to 5:00pm Monday to Friday, excluding Public Holidays.

Business Hours hardware support package with Remote or Onsite Diagnosis, Analysis and Rectification of service incidents, logged via NECare Service Desk or NECare Online web portal.

**Best Suited For:** Customers that depend on business continuity and minimal service interruptions during standard business hours but have limited after hours operations.

Example: Education (schools,) non-critical healthcare (dental, imaging, out-patient clinics,) childcare, retail and wholesale.

## Standard

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### 7:00am to 9:00pm Monday to Saturday, excluding Public Holidays.

Extended Business Hours hardware support package with Remote and Onsite Diagnosis, Analysis & Rectification, with service requests logged via NECare Service Desk or NECare Online web portal.

**Best Suited For:** Customers that depend on business continuity and minimal service interruptions during extended business hours.

Example: Education, law courts, manufacturing, visitor centres, retail and wholesale.

## Premium

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### 24 hours, 7 days a week including Public Holidays.

24 x 7 hardware support package with Remote and Onsite Diagnosis, Analysis & Rectification, with service requests logged via NECare Service Desk or online web portal.

**Best Suited For:** Customers where communication and the availability of its network is critical to its operations. Customers with 24x7 operations.

Example: Emergency services organisations, key government departments or services, transport providers, healthcare, hospitality and aged care facilities.

Complete solution with fast response times to rapidly rectify service incidents, maintain business continuity and limit customer exposure to service issues.

Priority 1 incidents will be actioned 24x7. Priority 2 and 3 incidents logged after 5pm will be actioned at 8:30am the next day.



## Network Essentials

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Support offer with various time of day coverage options. Offers include Remote and Onsite Diagnosis, Analysis & Rectification, with service requests logged via NECare Service Desk or online web portal.

### NEC Network Essentials coverage options:

9:00am to 5:00pm, Monday to Friday, excluding Public Holidays x Next Business Day spare parts

9:00am to 5:00pm, Monday to Friday, excluding Public Holidays x 4 hour response for spare parts

24 Hours, 7 days per week, 365 days per year x 4 hour response for spare parts

24 Hours, 7 days per week, 365 days per year x 2 hour response for spares parts

**Best Suited For:** Customers that depend on business continuity and minimal service interruptions to their Cisco or other network vendor hardware. Example: Education, law courts, manufacturing, visitor centres, emergency services organisations, key government departments or services, transport providers, healthcare, hospitality aged care facilities, retail and wholesale.

## Notes for all NECare service solution offers

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- Unlimited incident requests for a fixed fee.
- Where applicable, onsite NECare labour and parts for service issue rectification and scheduled maintenance within coverage hours are included.
- Service requests logged after offer coverage hours above will be actioned the next day.
- Customer network must be accessible remotely by broadband VPN access (preferable) or RDA.
- Additional options such as NECare Remote Management, Alarm Monitoring and Configuration Management are available for an additional fee.
- Implementations, Moves, Adds and Changes (IMAC's) are chargeable options for standard NECare service solution offers.

## NECare Remote Management

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Proactive Remote Monitoring, Service Issue Detection, Analysis, Diagnosis and Rectification, & Configuration Management.

24 hours, 7 days a week including Public Holidays.

**Best Suited For:** Customers that operate in mission critical environments or operations where network availability and immediate service delivery is essential.

24 x 7 proactive network monitoring, responding to any events as they occur, reducing or eliminating any adverse impact.

Service can be offered for a voice network or a customer's data network or both. This extends to TDM and IP telephony, routers, switches, firewalls, VPN devices, wireless LAN and a wide range of NEC and key partner products including but not limited to: Cisco, Enterasys, HP ProCurve and Juniper.

Access to a range of services via NEC's Network Operations Centre (NOC), including availability management and monitoring, performance management, change and configuration management, and VoIP Quality of Service analysis.

## Priority levels

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| Priority Level | Description   |
|----------------|---|
| Priority 1     | Priority 1 or P1 means the operational performance of Your maintained solution is impacting critical or core functions resulting in a severe business impact to You.                                  |
| Priority 2     | Priority 2 or P2 means the operational performance of Your maintained solution is impaired, has a significantly decrease in capacity or functionality and this has a moderate business impact to You. |
| Priority 3     | Priority 3 or P3 means the operational performance of Your maintained solution is impaired, has a minor decrease in capacity or functionality but this has little or no business impact to You.       |

Incident priority is primarily formed out of Impact and Urgency criteria. The “Priority” level is referred to as “severity” in several ITSM tools, including the tool used by NEC. Definitive contractual information is detailed in the Terms and Conditions that accompany the sale of any NECare Service Agreement.

## Public holiday support uplift

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If not included as standard, NECare support during Public Holidays may be added to any NECare Service Agreement at an additional charge.

## Payment options

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Customers have the option to pay for their service monthly, quarterly, half yearly or annually. NECare Service Offerings ‘In Warranty’ pricing applies to all Service Packages.

## Service agreement variations

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NECare is based on the premise that NEC will support specified hardware (HW) or software (SW) at defined quantities, for an agreed timeframe, for a fixed fee. If the customer alters the amount of HW or SW at a site the NECare variation process is employed. This allows NEC and the customer to add, remove or change the HW or SW mid-term, at an agreed price. Contact NECare for more information about the process and applicable form.

## Response times

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NEC will respond with case acknowledgement by communicating a case request number. Where possible, NEC will action all service requests remotely by accessing a customer’s network to commence diagnosis and rectification activities. As required, NEC will dispatch a NECare technician to site in accordance with the NECare Service Agreement Terms and Conditions.

## NECare online

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NECare Online is a web-based portal for NECare customers to log service requests, track progress and review historical service request information. Customers are encouraged to use this method for logging service requests with NECare. Customers require a User ID and Password. This will be set up if an email address is entered and the ‘NECare Online Web Portal’ checkbox is ticked in a new NECare Service Agreement. NEC Account Managers can register on behalf of existing NECare customers by accessing the portal at <http://necare.nec.com.au> and registering the customer’s details.

Related documents: ‘NECare Online User Guide’

## NECare documentation including terms and conditions

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NECare Service Agreement Terms and Conditions, Service Disclosure Document and Brochures, are available on the NEC Australia website. The section specifically covering NECare Repair and Maintenance service packages is here: [Technical Services](#).

## NECare service offer feature comparison

| Feature  | Essential | Standard | Premium | Network Essentials | Remote Management |
|--|-----------|----------|---------|--------------------|-------------------|
| Easy "One Number" contact: 132 632   | ✓         | ✓        | ✓       | ✓                  | ✓                 |
| Web Portal for Incidents, Tracking and History:<br><a href="http://necare.nec.com.au/">http://necare.nec.com.au/</a> | ✓         | ✓        | ✓       | ✓                  | ✓                 |
| 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 hours, 7 days per week coverage   |           |          | ✓       | #                  | *                 |
| Public Holiday Coverage  | *         | *        | ✓       | *                  | ✓                 |
| Change Management<br>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  |           |          |         |                    |                   |
| * Chargeable option  |           |          |         |                    |                   |

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For more information, visit [au.nec.com](http://au.nec.com), email [contactus@nec.com.au](mailto:contactus@nec.com.au) or call 131 632

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NECare Solutions Overview | v.24.3.17

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