

Exinda Direct

Exinda's On-Demand Support & Service Organization

Exinda Direct is a “follow the sun” on-demand support and services organization that provides pre and post-sales technical support and customer enablement. The goal of Exinda Direct is to provide the systems engineering assistance and technical resources you need to efficiently install, service and support Exinda products. Available 24/7 365 days of the year, the Exinda Direct system engineering team acts as an extension of your internal IT organization by providing technical expertise to support your Exinda product deployment.

To provide our end-user customers with the most dependable, quality WAN Optimization service solutions, Exinda Direct features its Global Services and Support portfolio. This portfolio includes Support Services, Premium Services, Implementation Services and Performance Services.

This Global Services and Support portfolio comprise a number of support offerings to meet your post-installation maintenance and reliability needs. They will enable you to select from a menu of maintenance and value-added services, which are designed to be flexible, innovative and ensure optimal network performance.

Exinda Direct Packages

Basic Maintenance Services (5x8)

Basic Maintenance Services are Exinda's entry level technical support services. Basic Maintenance includes four sets of services:

- Telephone Support (Business Day);
- Online Support;
- Software Maintenance, and
- Advanced Hardware Replacement.

Telephone Support

With Telephone Support, customers receive 5x8 telephone access via a toll-free phone number routed directly to an Exinda Direct Engineer at an Exinda Technical Access Center (TAC). There are no restrictions to the number of personnel, or the qualifications of these personnel authorized to make support calls.

Online Support

The Exinda web site provides access for authorized personal to electronic technical support tools and features and is available to you 24/7/365. The website provides the ability to:

- Download all software releases, updates and maintenance releases;
- Online information;
- Online course registration;
- Access to technical documentation; and more.

Software Maintenance

We provide electronically via the internet, Generally Available (GA) software releases, maintenance updates, patches, and fixes to customers.

Advanced Hardware Replacement

After initiating the return process, you will receive advance shipment of field-replaceable hardware/components. If a hardware problem is identified and a return materials authorization (RMA) is issued the hardware is replaced on the next available courier service. We will take best efforts to deliver the component the next business day, Monday through Friday, 8:00 a.m. to 5:00 p.m. customer local time (excluding holidays). Exinda makes no representations on the delivery time.

Premium Maintenance Services (24/7/365)

Premium Maintenance Services are Exinda's top level of direct technical support services. Premium Maintenance includes four sets of services:

- Telephone Support 24/7/365
- Online Support;
- Software Updates Service, and
- Advanced Hardware Replacement Service.

Telephone Support

With Telephone Support, customer's receive 24/7/365 telephone access via a toll-free phone number routed directly to an Exinda Direct Engineer at an Exinda Technical Access Center (TAC). There are no restrictions to the number of personnel, or the qualifications of these personnel authorized to make support calls.

Online Support

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- Download all software releases, updates and maintenance releases;
- Online information;
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Software Maintenance

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Advanced Hardware Replacement

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