



When your system goes down: can you afford to wait for repair service from the manufacturer?

Few organizations can operate without their phone or computer network system. That's why Advanced Network Systems' NetWORKS® Maintenance Programs go far beyond the manufacturer's warranty. We provide the right level of responsiveness and all the technical services needed to quickly restore a failed system and minimize costly downtime.

Service	Business Value	ANS Maintenance Programs	Manufacturer's Warranty
Expedited Response Time	We provide a service response from our Technical Assistance Center within four hours of a notification/request for help. <i>You know your call for help will be answered quickly.</i>	✓	✗
Problem Troubleshooting & Identification	Our certified technical personnel investigate and isolate the source of a failure within your network. <i>You know you will receive a professional technical evaluation and diagnosis of your problem.</i>	✓	✗
Advance Hardware Replacements	We ensure a spare part is available for dispatch prior to receiving a failed product back from you. <i>You know your network will be up and running with minimal down time, without waiting for normal repair service from the manufacturer.</i>	✓	✗
Advance Hardware Installation	We provide the service required to properly install and configure the advance replacement equipment to get you back up and running ASAP. <i>You know that the labor required to install your spare part in will be included at no extra charge.</i>	✓	✗
RMA Processing for Failed Equipment	We return equipment that has failed to the manufacturer (either damaged or defective, and either in- or out-of-warranty) and coordinate with them for equipment repair or replacement. <i>You know you won't have the inconvenience of dealing with an equipment manufacturer in order to get your hardware properly repaired or replaced.</i>	✓	✗
Service Provider Liaison	When needed, we provide you with representation/ advocacy and interface with third-party service providers to exchange information for expedited problem resolution. <i>You know you have someone working on your behalf that can talk technical with your service provider to pinpoint and resolve issues.</i>	✓	✗
Preventative Services	We perform scheduled system maintenance services that keep your equipment operating reliably and at peak performance. <i>You know that your system is getting proactive attention to identify potential issues before they arise, preventing unnecessary down time.</i>	✓	✗