

Solution Brief

FOUNDATION CARE SUPPORT SERVICES FOR ARUBA INSTANT ON

We've got your back!

The network is as critical to smaller business environments as it is to big business. You cannot afford extended outages which impact your customers and employees, and which can ultimately disrupt your business. To keep your network operational, Aruba offers Foundation Care support services for Aruba Instant On. Adding Foundation Care support is simple and ensures your network capabilities for 3 years. Add Foundation Care support for Aruba Instant On with new Instant On purchases within 90 days of original purchase to obtain these benefits.

WHAT'S IN THE SERVICE PROGRAM

With Foundation Care for Aruba Instant On service, you get:

- 3 years of Next Business Day advanced replacement of defective network equipment and parts – so your network can stay up and functioning as expected
- 24x7 telephone support access to our Aruba experts – delivered by the Aruba Technical Assistance Center (TAC)
- 3 years of software support along with advice from our Aruba experts on which software versions (patches and new releases) apply to your equipment
- Assistance, delivered remotely, in downloading and applying the software updates
- 3 years of chat support provided through our Aruba Instant On community

Without the added purchase of Foundation Care support for Aruba Instant On, you are limited to 90 days of software support and a 1-year hardware warranty. Also as part of the warranty, NBD equipment replacement is only available for 30 days from your date of purchase, after which parts will be replaced within 10 days.

TABLE 1. COMPARISON OF LIMITED WARRANTY AND FOUNDATION CARE SUPPORT SERVICES

	Aruba Instant On Limited Warranty	Foundation Care for Aruba Instant On
Next Business Day (NBD) replacement of parts	30 days (from purchase); after which parts will be replaced within 10 days for 11 months	3 Years
24x7 telephone support	Complimentary 90 days (from purchase)	3 Years
24x7 chat support	1 Year	3 Years
Software support	90 days (from purchase)	3 Years

EXTEND THE BENEFIT OF NEXT BUSINESS DAY (NBD) EQUIPMENT REPLACEMENT

The Foundation Care support service for Aruba Instant On provides you with NBD advanced replacement of defective parts, for the entire 3 year period of the service. This helps to ensure that you are never without network services for your smaller business. Defective parts are replaced with equipment shipped directly from Aruba to your location. Our network experts are then available to assist you by telephone with equipment replacement and software updates, as needed.

OBTAIN ACCESS TO SOFTWARE DOWNLOADS AND EXPERT ADVICE

Aruba releases new versions of network software many times per year, with needed defect corrections and feature enhancements. You can gain access to these software updates for the entire 3 year period, along with telephone support to know which apply to your network.

BECAUSE YOUR NETWORK IS CRITICAL TO YOUR SMALLER BUSINESS

Speak to your Aruba authorized business partner today, about adding Foundation Care support services for Aruba Instant On.