

Solution Brief

ARUBA INSTANT ON FOUNDATION CARE SUPPORT SERVICES

We've got your back!

The network is as critical to smaller businesses as it is to big business. You cannot afford extended outages that impact your customers and employees, and can ultimately disrupt your business. To keep your network operational, Foundation Care services for Aruba Instant On provide added assurances. Adding Foundation Care support is simple and extends support and services for 3 years. Simply add Foundation Care support within 90 days of purchase to obtain these benefits.

WHAT'S IN THE SERVICE PROGRAM

With Foundation Care Support Service for Aruba Instant On, 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

Service and support is limited to 90 days of software support and a 1-year hardware warranty, without the added purchase of Foundation Care for Aruba Instant On APs. With standard warranty, next business day (NBD) equipment replacement is only available for 30 days from your date of purchase, where 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 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 EQUIPMENT REPLACEMENT

Foundation Care support 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 your entire network is up and running as soon as possible in the event of an outage. Defective parts are replaced with equipment shipped directly from Aruba to your location. Our network experts are also available to assist you by telephone with equipment replacement and software update questions, as needed.

OBTAIN ACCESS TO SOFTWARE DOWNLOADS AND EXPERT ADVICE

Aruba releases new versions of software many times per year, which includes needed fixes and feature enhancements. Foundation Care provides access to these software updates for the entire 3 year period, along with telephone support to help you determine which updates are most applicable to you.

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.