



## Service Brief

### Partner Assurance Support Services

*Improve revenues, margins and contract attach rates for your voice and data network support services by leveraging the Partner Assurance Support Services from Nortel.*

Ensuring the successful support of advanced technologies is critical to maintaining customer confidence and satisfaction with their voice and data networks. Whether you are supporting a newly installed system or seeking the renewal of support on an existing system, customers expect on-time performance and high-quality support.

As an ongoing effort, Nortel wants to empower you, our valued Partners, to deliver world-class support solutions in the most efficient and profitable manner possible. To assist you, Nortel has structured the Partner Assurance Support Services to offer a suite of support services specifically tailored to enable Nortel Partners. With both remote and onsite\* capabilities, Nortel Support Services provides a comprehensive turnkey services portfolio enabling 24x7 technical support for Emergency Recovery that meets and exceeds your customers' needs, yielding significant revenue and earnings opportunities.

Nortel Partner Assurance Support Services offers a complete set of support packages covering access to Nortel software, service and support, including access to patches, updates, upgrades and Level 3 Technical Support. Packages are configured to meet specific Partner and end-customer support requirements. The base package includes technical support and corrective software content through patches and system updates as well as hardware repair and return offerings. Value-added packages offer onsite support, software upgrades and managed spares.

Partner Assurance Support Service offers vary by product portfolio, and include:

**Software Support Basic:  
Technical Support (Level 3)  
and Corrective Content  
(Patches and Updates)**

Technical Support Services provide multi-lingual technical assistance by telephone and the web for issues associated with the operations of all contracted Nortel products. Operational support is available during business hours to help you optimize the performance of your customers' networks. All inquiries are logged, prioritized and



\* On-site services are available for data portfolio.

tracked through to resolution. Access to corrective content provides you the latest software patches, maintenance releases and updates to ensure that your customers' networks have access to minor software updates and bug fixes, irrespective of the warranty status of the product. Running the latest supported code level is a requirement for accessing Nortel support and can also reduce your support costs by alleviating many issues before they impact the network.

**Software Release Subscription (Upgrades)**

Software Release Subscription (SRS) Services from Nortel provide you and your customer access to the most current functional feature enhancements for your operational and applications software as they become available, enabling you to respond quickly to changes in networking environments.

SRS ensures you are leveraging the latest application software enhancements for optimum network or application performance, reliability and stability. Major functional releases and updates are provided via eService authorized web-based downloading or CD.

Depending upon how the software is distributed, Nortel will proactively inform you of availability of new software releases through notification on our website or by shipment of the software on CD.

**Managed Spares**

Managed Spares Services hold and manage spares for you, eliminating the need for you to tie up capital in your own spares inventory. Managed Spares Services delivers a Field Replaceable Unit (FRU) to your customer's site if a fault occurs. You do not need to maintain a spares stock of your own, or bear the costs of management, ware-

housing, distribution, depreciation or obsolescence of that stock. By holding spares FRUs at strategically placed depots throughout the world, Nortel is able to provide a swift response and give you cost savings through economies of scale. Three response options are available, including Next Business Day, Same Business Day and a 4 Hour (24/7) service, depending on your customer's location.

**Managed Spares with Onsite Support**

Managed Spares with Onsite Support provides all the benefits of the Managed Spares service together with the installation of the replacement part by a qualified specialist dispatched to your customer's site. Our quality of workmanship makes this one of the most reliable and cost-effective ways to ensure the rapid restoration of your customer's network operation in the event of a hardware failure. Three response

Figure 1. Nortel Support Services Portfolio — at a glance

Services offers	Technology Support							Software Support		
	Base				Plus			Base	Plus	
	Factory Repair	Next Business Day	Same Business Day	4 hour	Next Business Day	Same Business Day	4 hour	Tech. Support Basic	Software Support + SRS	
	GL4300	GF4300	GG4300	GH4300	GJ4300	GK4300	GN4300	GE4300	GU4300	
Level 3 tech support	✓	✓	✓	✓	✓	✓	✓	✓	✓	
On-site support					✓	✓	✓			
Corrective content	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Software upgrades									✓	
Product families	BCM 50/450									
	Data hardware, BCM 200/400									
	Additional offers under review for 2010							CS1K, CallPilot		
								Contact Center, other software applications		

- Support availability is business hours except for Emergency Recovery and 4 hour managed spares and onsite support, which are 24/7 (NOTE: some regional dependencies apply, please check with your Nortel Account Representative for specific details).
- Corrective content includes patches and Operating Software updates.
- See GPPC for service availability by specific products.
- See Scope of Work, available at [www.nortel.com/pass](http://www.nortel.com/pass) for specific service deliverables.
- Repair & Return is 10 days, except in EMEA where it is 20 days.

options are available, including Next Business Day, Same Business Day and a 4 Hour (24/7) service, depending on your customer's location. The Managed Spares with Onsite Support package enables you to:

- Expand and develop your organization's service offering more efficiently, without having to hire, train and retain your own field maintenance staff
- Reduce your capital costs by converting them to operational expenditure
- Access hard-to-find (and retain) skilled technical resources

### Repair Services

Repair Services provide cost-effective repair and replacement options for all your customer's Nortel FRUs. Maybe you need a FRU shipped to you or your customer quickly, prior to the faulty part being returned to Nortel, or you want to take advantage of more cost-effective return and replacement services. Whatever your needs, Nortel Repair Services help you manage your customer spares inventory more efficiently. Repair Services enables you to:

- Manage your own spares stock with a fast and reliable process for repair and replacement
- Pay a fixed, annual price for the service in which Nortel replenishes your inventory as you use an FRU
- Forecast budgets accurately and control your costs

### Benefits

Nortel Partner Assurance Support Services drive improved service contract attach rates by limiting competition from grey market service providers, thereby increasing your pricing flexibility and enabling a greater market size for Nortel authorized Partners.

Whatever your needs, Nortel Repair Services help you manage your customer spares inventory more efficiently.



By eliminating variable costs associated with case-based contracts, Partner Assurance Support Services improves margin predictability — creating competitive pricing within your regional markets. These key support services also position Nortel Partners for revenue growth by combining Nortel's products and support services expertise with your business knowledge and personalized customer service.

### A solution to help you meet all your customer support services needs

The Nortel Partner Assurance Support Services portfolio is designed to help you maximize the efficiency of your support operations and to meet the communication imperatives of today's tech-savvy customers. Nortel helps you support new technologies with full confidence. Leverage Nortel's world-class support services and experienced resources while maintaining the customer relationship. Explore new

service opportunities with the peace of mind gained from knowing that Nortel is there to support you.

To find out more about Nortel Partner Assurance Support Services, contact your Nortel Channel Account Manager or visit the partner information center at [www.nortel.com/pass](http://www.nortel.com/pass).

### Additional services sales opportunities

When working with your customers there are a number of other services that can be offered either within the maintain portfolio such as Software Release Subscription, Managed Spares and Managed Spares with On-site support. Additional relevant services such as Audits, Network Assessments, VOIP Readiness Checks and PVQM (Proactive Voice Quality Management) can help customers base line their infrastructure and maintain their network ongoing. For more information on any additional services, contact your account manager.