

# Maintenance Solutions



## It's Your Money, Why Not Keep It

Why spend more to minimize network interruptions. Partner with Network Dynamics, Inc. (NDI) & keep more of your money without compromising on quality.

Properly maintained business networks are essential to ensure the uninterrupted flow of information. NDI's maintenance solutions provide our customers with cost effective and flexible maintenance options that reliably support legacy-to-converged networks at a price that could range from thirty-to-sixty percent less than comparable services you may be receiving today.

So how much of your money do you want to keep? You won't know how much you can until you talk with us!

NDI's maintenance plans allow you to select the level of service that fits your needs, resources and budget. Utilize all of our services to create a comprehensive outsourced solution or select just the services you require to augment your existing capabilities.

### Remote Technical Support

Access NDI's Managed Services Center (MSC) for answers to technical questions and remote troubleshooting assistance. Our MSC is staffed with highly skilled technical engineers trained in remote problem determination and resolution for a wide range of multi-vendor, multi-technology equipment.

### Parts Replacement

Obtain a replacement part when and where you need it with NDI's parts replacement service option. With remote logistics centers throughout North American and in major international markets, NDI rapidly delivers the right part to your location when it is required to resolve a problem. Once the problem has been remediated, NDI handles the RMA process and restocks the sparing location.

### Onsite Field Support

Receive onsite technical support from a trained field engineer to identify problems that cannot be determined remotely and to repair or replace failed equipment. NDI has thousands of onsite technical resources at more than 100 services centers - who are available around-the-clock to support your network.

- **Flexible Hours of Coverage**
  - 24 x 7
  - 8 x 5
- **Variety of Response Times**
  - 2 Hour\*
  - 4 Hour
  - Next Business Day
- **Trained Technical Support Personnel**
- **Extensive Network of Onsite Field Engineers**
- **Multi-Vendor, Multi-Technology Expertise**
- **Staging Facility/Simulation Lab**
- **Remote Logistics Centers in Major Markets throughout the World**

## The NDI Advantage

When you experience a problem, you need your network up and running as quickly as possible. And you don't want to spend a fortune to make that happen. NDI's maintenance solutions, backed by our sophisticated service delivery infrastructure, help to ensure your network operates as productively and efficiently as possible. With NDI's professional maintenance solutions, you will benefit from:

### Flexible Coverage for All Locations

NDI realizes every company is different. Therefore, we give you the unique flexibility to select the individual services and coverage options you need by location. Additionally, our parts and onsite field coverage extends to major international markets throughout the world giving NDI seamless coverage capabilities for all of your locations.

### Reduced Downtime

Your network is critical. Without full functionality, you lose time and money you can't recover. By engaging NDI's technical resources as soon as a problem occurs, NDI can initiate proven problem diagnostic techniques to speed your resolution timeframe.

### Experienced Support

NDI's MSC and onsite field engineers possess decades of experience troubleshooting and repairing mission-critical networks. Additionally, our team receives on-going training on a wide range of multi-vendor, multi-technology equipment so they are poised to deliver rapid, effective support when you need it most.

NDI's maintenance options eliminate your financial responsibility for time, travel and parts and allow you to easily budget for your network support costs.

With a wide range of multi-vendor, multi-technology expertise, NDI gives you a single point-of-contact for support of your wired, wireless and hybrid network environments.

In addition to supporting efficient problem resolution and rapid service restoration, NDI's automated systems and problem resolution processes are easily customized to meet the individual service and support needs of our customers.

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## For More Information

For complete information on NDI's maintenance solutions, contact your NDI account manager or visit [www.ndiwebsite.com](http://www.ndiwebsite.com).

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