



CUSTOMER SERVICE AND SUPPORT

Overview

Customer service and support is critical to any high-performance network. OnPATH Technologies offers the industry's most scalable connectivity & monitoring solutions to help network managers save time, increase utilization and dramatically reduce costs compared to manual patching or complex mesh switching architectures. Our world-class service and support complement our UCS™ 2900 hardware and UCMS™ software solutions to provide fully managed network services from the initial conception to the last operation.

PLAN



Planning networks starts with a detailed review of the applications, equipment and sharing objectives envisioned by all stakeholders involved. We offer a full check-list of issues and requirements to consider in a comprehensive design. Site surveys and capacity planning are an important part of the process to ensure that the long-term goals are factored into the overall plan. In addition, training and certifications provide all users with both the theoretical and hands-on experience needed to operate the systems and integrated elements.

BUILD



Building networks includes the professional installation of all systems requested in a turn-key offering, including all UCS™ 2900 hardware and UCMS™ software. To maximize the benefits of the automated connectivity solutions, the installation process includes full diagnostics of the systems and network infrastructure to ensure optimal performance. In addition, UCMS™ database configuration support and attached device configuration set up are available to help users start with simple point-and-click operation. Turn-key project management helps users outsource the entire effort, when needed.

CARE



With over 1 million ports of connectivity installed in mission critical networks, OnPATH Technologies offers a comprehensive portfolio of maintenance and support options for all types of customers. Our premium offering is a Platinum service which includes 24x7 coverage with 4 hour on-site response and annual performance checks. Our most basic offering is our extended warranty, including replacement parts, phone support and software updates. OnPATH guarantees a qualified service engineer is available 24x7 for your high-performance networks.

PLAN

- Detailed review of applications and objectives
- Summarize all connectivity and monitoring requirements – tables and topologies
- Review facility layout and deployment options
- Define security, sharing and control needs
- Prepare access for monitoring and test plans
- Future scalability and new application planning
- Connectivity scheduling and test script plans for moves, adds and changes
- Business case and ROI analysis
- Training and certifications

BUILD

- Complete site survey
- Install and power-up of system(s)
- System and network diagnostic testing
- Overview of UCMS™ software and 2900™ hardware platforms
 - System configuration and troubleshooting
 - Defining ports and devices
 - Creating user ids and assigning security classes
 - Building “groups” and test plans
- Turnover of tested system, documentation set and PC console to customer

CARE

Customer service and support includes four options to address the different levels of attention and responsiveness needed for high-performance networks. We offer 4-hour on-site response and spares replacement through certified service partners, while an OnPATH engineer is always available to you.

Maintenance Service Option	Technical Phone Support	Onsite Response	Hardware Replacement
Platinum	7x24 unlimited	Less than 4 hours	Next business day
Gold	7x24 unlimited	Less than 24 hours	Next business day
Standard	7x24 unlimited	Next business day	Next business day
Extended Warranty	7x24 unlimited	-	Next business month

THE ONPATH ADVANTAGE



OnPATH Technologies is the leading provider of scalable connectivity & monitoring solutions for high-performance networks. Our solutions offer the highest scalability, most complete security and best integrated diagnostics across the industry. Contact us today for an engineering application review or network consultation.

For more information on OnPATH's Customer Service and Support, please call 877-468-5784 or contact service.request@onpathtech.com

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TECHNOLOGIES

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