FOUNDATION CARE FOR ARUBA SUPPORT SERVICES

If your network is important to your business, then your business needs the backing of Foundation Care for Aruba support services. Foundation Care provides essential support entitlements, a range of flexible options for hardware replacement, and is the gateway service that allows you access to additional support services such as Aruba Customer Engineering, Proactive Engineering and Premier Support services.

FEATURES AND BENEFITS	
Feature	**Benefit**
Priority access to Aruba TAC engineers 24x7x365	Increase the productivity of your IT team and network user community, without delays nor limits in problem resolution from our network support team experts
Access to all Aruba networks software releases	Keep pace with technology advances and new features, with advice from our expert teams on which software feature and maintenance releases apply to your specific equipment
Flexible hardware and onsite support options	Select the right level of service needed to complement your team capabilities and meet your budget requirements
Aruba Support Portal	Increase operational efficiency and lower operational costs with immediate online access to software along with best practices information and advice
Total Aruba product coverage	Receive essential support for all your Aruba products, including Mobility Controllers, chassis, line cards, power supplies, supervisor cards, software, wireless mesh routers, indoor and outdoor access points (APs), Aruba Instant APs, and switches
Aruba Customer Engineering support service	When TAC needs help to diagnose and fix your complex network challenges, the Customer Engineering team is available and can be dispatched by TAC to come on-site and assist in resolving problems for our Foundation Care customers

GAIN PRIORITY ACCESS TO ARUBA TECHNICAL ASSISTANCE CENTER (TAC) ENGINEERS

The Aruba TAC is your most important asset for reporting and resolving Aruba network issues, and for obtaining advice on software and best practices. Aruba TAC engineers are trained to aggressively resolve your hardware and software issues. They understand business challenges associated with networking, and use their comprehensive troubleshooting and network-design expertise to resolve problems quickly.

Foundation Care subscribers receive priority response, available 24 hours a day, 365 days a year, by phone and online. To ensure that TAC responds as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

KEEP YOUR NETWORK SOFTWARE UP-TO-DATE

Foundation Care support provides you with access to all feature and maintenance releases of Aruba software, important for enabling network device compatibility across your network and for sustaining efficient network performance.

TAC engineers can offer you advice on which software releases are available, and which are important to download for your particular devices and configuration. Software is available for download at any time, from the Aruba Support Portal. Also, when you need network patches or fixes, you receive prioritized attention to resolve the issue and get your network functioning at maximum performance.

SELECT FROM THESE FLEXIBLE SERVICE LEVELS

Foundation Care offers flexible levels of service for hardware and onsite support, so you can select what you need to complement your team capabilities and meet your budget requirements:

	NBD* Exchange	4 Hour Exchange	NBD* (onsite)	24x7 (onsite)	CTR**
Parts and labor for hardware replacement	NBD delivery of parts only	4 hour delivery of parts only	Parts and NBD onsite labor	Parts and 4-hr onsite labor	Parts and onsite labor, operational within 6 hours of call on critical outages
TAC support	24x7	24x7	9x5 (local business hours)	24x7	24x7
Software updates	Yes	Yes	Yes	Yes	Yes

*Next Business Day (NBD)
** Call to Repair (CTR)

All Foundation Care service levels offer shipment of replacement network equipment. Aruba offers onsite support to replace equipment and resolve network issues. Hardware-only service levels are also available to support deployments of Aruba Central managed devices.

To check for the exact service levels that are available in your geography, request information from your Aruba partner or account manager.

IMPROVE OPERATIONAL EFFICIENCY WITH ARUBA SUPPORT PORTAL ACCESS

Our online Aruba Support Portal provides you with immediate access to the latest Aruba software, FAQs, field alerts, release notes, product documentation, and best practices. This vital technical information enables your team to effectively manage your Aruba network.

GAIN THE ADDED VALUE OF ARUBA CUSTOMER ENGINEERING FOR COMPLEX NETWORK CHALLENGES

Sometimes, network problems can be persistent and tough to diagnose and correct. This is particularly true in complex network environments. Our Aruba TAC team may dispatch experts from our Aruba Customer Engineering team as required, to come on-site and help to diagnose and to resolve tough network challenges.

CONSIDER ADDING PROACTIVE ENGINEERING AND PREMIER SUPPORT SERVICES

Organizations with Foundation Care for Aruba, are also eligible to purchase an Aruba Resident or Remote Engineer, and Premier Support services. Resident Engineer provides onsite technical assistance for network management and special projects. Premier Support provides remotely-delivered, personalized and proactive support assistance with a designated Technical Services Manager and access to Aruba solution experts.

For more information on these services, request information from your Aruba partner or account manager. You can also reference information online, at the Aruba Operational Support Services page.

WORK WITH FOUNDATION CARE EXPERTS TO ASSURE YOUR ARUBA NETWORK OPERATIONS

Foundation Care support services provide you with essential access to trouble-shooting help when you need it, and with on-going access to online software downloads, best practices, and expert advice. Products not covered under a Foundation Care support contract will be serviced under the applicable hardware warranty with limitations on access to TAC, online support and hardware replacement.

The table below compares standard warranty and Foundation Care for Aruba support coverage.

Deliverable	Warranty		Foundation Care	
Technical Support	☒	Commercially reasonable effort, not priority based	☑	Priority based with escalation management
	☒	Product conformance (break-fix) only	☑	• Guidance on configuration, interoperability and other best practices • Access to ACE & engineering support
	☒	Phone support: Business hours (9x5)	☑	Phone support: 24x7 support
Software Support & Updates	☒	Publicly available software only	☑	All SW updates and upgrades; prioritized bug fixes and security patches
Hardware Support	☒	Next Business Day ship (delivery typically 7-10+ days)	☑	Next Business Day and Same Business Day delivery commitments, with onsite labor options

Note: Warranties and service contracts are decidedly different in the level of effort provided.

For more information, including terms and conditions and a glossary of support terminology, visit our Support Services Central page. To learn more about our full range of Aruba Global Services including Support, Professional and Consumption service options, please go to the Aruba Support and Services site.

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