

Extreme Networks Support

Enabling Your IT Infrastructure

Organizations leverage Extreme Networks' high-performance, high-availability devices to meet critical voice and security challenges and deliver high-speed services for demanding desktop applications. With business efficiency and agility on the line, these organizations demand constant uptime of their network infrastructure. While Extreme Networks' devices deliver significant reliability, customers still require support to quickly and efficiently resolve issues that do arise. Akibia's expert Technical Support Center is certified to support Extreme Networks' solutions.

Akibia Delivers Support for Extreme Networks' Solutions

As an Extreme Networks Platinum Partner Akibia delivers design and implementation services for Extreme Networks' high-performance switching and security solutions. As an **Extreme Networks Authorized Partnerworks Support Partner**, Akibia also provides customers with access to our 24x7 technical support center staffed by certified engineers who are trained to identify and resolve any client issues with their devices as efficiently and effectively as possible. Akibia's technical support ensures customers maximize network uptime and data integrity and realize greater end-user productivity.

The Akibia technical support center is staffed by industry and vendor certified engineers. Akibia's flexible and innovative approach to providing technical support allows significant customization to meet each client's specific requirements. Akibia's Support Services for Extreme Networks provide the following benefits to our customers:

- **Experienced, Knowledgeable Support Engineers** - Akibia's industry certified engineers average ten years of experience in the field. Because Akibia is often responsible for multiple solutions within the customer's environment, our engineers are well-versed on their infrastructure and can identify, isolate and resolve issues quickly.
- **Full Life Cycle Partnership** - As the customer's design, implementation and support partner, Akibia has greater insight into the scope of the solution and how the Extreme Networks solution is integrated into their infrastructure. Akibia's support engineers can easily collaborate with the design engineers to pin-point and remediate technical issues quickly.
- **Faster Resolution** - Akibia's call answer time is less than 19 seconds, and our engineers do not use voicemail or scripts. Akibia's experienced engineers know the customer's environment and respond quickly with solutions that ensure maximum uptime for the customer.

Akibia is the Premier Network & Security Infrastructure Support Provider

Akibia's experienced and industry-certified engineers understand the critical nature of our clients' high-performance security and network infrastructure. Akibia's expertise in the network and security devices we support ensures fast and efficient problem diagnosis and resolution. Akibia's clients rely on us for technical support for the following reasons:

- **Our Network and Security Experience** - Since 1988, Akibia has been delivering objective network and security consulting, integration, support and education services.
- **Our Expertise** - Our certified security professionals understand the critical role Extreme Networks' solutions play in our clients' high-performance networks and they have the expertise and experience to provide exceptional service and support.
- **Focus on Service** - Founded as an independent services provider, Akibia's cumulative knowledge, expertise, experience and best practices supporting high-availability, high-performance network and security infrastructure ensures the best results for our clients.
- **Customer Focus** - Our customer-focused service philosophy ensures we understand your unique needs and deliver a complete network and security solution that helps you achieve your business goals. Our services philosophy is premised on enabling and empowering our customers. Everything we do at Akibia emphasizes providing excellent customer service. Our TLC² customer service philosophy motivates every Akibia employee to constantly 'Think like a Customer,' promoting Trust Loyalty and Commitment.
- **Single Point of Contact** - In addition to providing support for Extreme Networks' solutions, Akibia also provides technical support for Check Point and Blue Coat Systems' solutions. With multiple security and network devices in your IT infrastructure, it can be difficult to maintain a support contract with each vendor. As your network and security infrastructure partner we can eliminate the need to make multiple calls when your infrastructure environment is acting up.

About Akibia, Inc.

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit www.akibia.com.



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