

# WestconCare

Westcon is a certified Partner Works support provider for Extreme Wireless Cloud (XIQ)

We provide unbeatable remote assistance for product or service functionality failure through Levels 1-3 incident management.

Compared to Vendor Direct Support, WestconCare offers an array of additional services - helping you fulfil your customers needs, ensure a long-lasting relationship and drive incremental business.

 Service	 Vendor Direct Support	 WestconCare Support
8x5 language capabilities - German/Spanish/English	✗	✓
Multi-vendor-skilled engineers	✗	✓
Full management and control of L3 escalations	✗	✓
Pricing support	✗	✓
Incident management (L1-L3 vendor) & troubleshooting assistance	✓	✓
24/7 language capability - English	✓	✓
Online ticket tooling	✓	✓
Change management*	✗	✗
Troubleshooting*	✗	✗
Log collection*	✗	✗
Configuration support*	✗	✗

\*Available as an additional support service from Westcon.

[FIND OUT MORE](#)



**Put your customers first - contact us to get started with WestconCare**



Do you recommend our support services?



4.63



How would you rate the quality of the solution provided?



4.27



Technical expertise of the support engineer



4.34

WestconCare Customer Satisfaction Survey Extreme Networks - 2020