



Extreme Networks Services Building Blocks

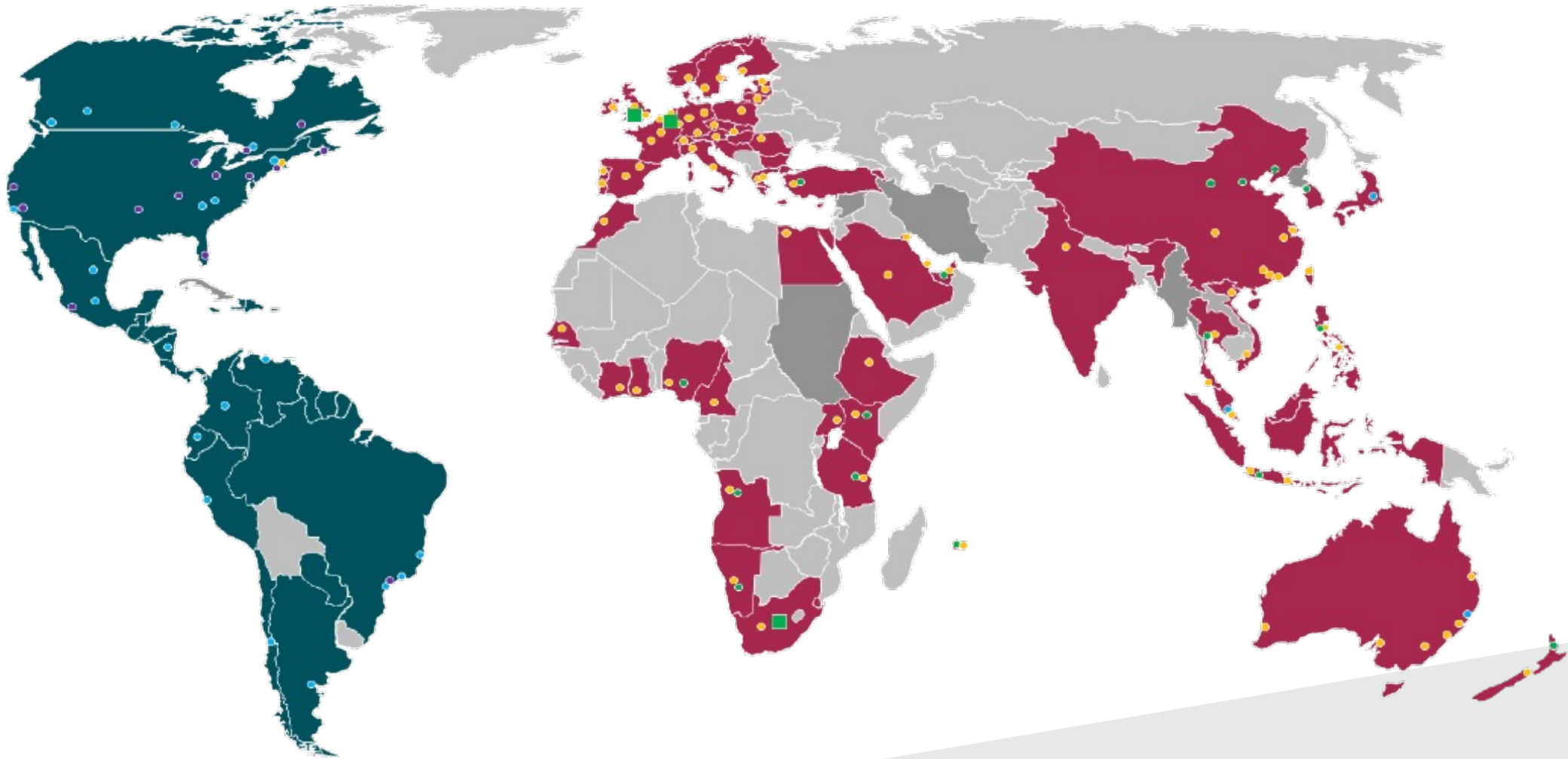
Extend your capabilities by leveraging ours



Our Global Reach

79+ countries and fulfilment in 177 countries

- Advanced Logistics Centre
- Warehouse
- Office
- Local Presence Synnex
- Local Presence Westcon-Comstor



Fast Track to Revenue

1

Easy to sell

Standard approach on our services offerings aligned with our new technologies

2

Use as you go

Use what building block you need in your offering

3

Approach

Clear approach on product/sku level and pricing

Ready, set, Go!

- ✓ Service descriptions
- ✓ Global Support
- ✓ 24/7 Services
- ✓ ProServe Packages
- ✓ Vendor aligned
- ✓ Pre-Sales Support
- ✓ Financial options
- ✓ End-user Management
- ✓ Cloud Management
- ✓ Easy to use
- ✓ Engagement Blocks
- ✓ White labeling



Services Business Model



Education Services



Support Services



Professional Services



Supply Chain Services



Financial Services



Cycle

As your security infrastructure becomes more complicated we can assist you were possible. We have experience to help with your design, deployment, operation and optimization needs.

Design



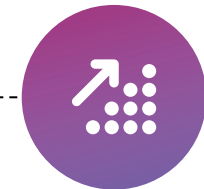
Deploy



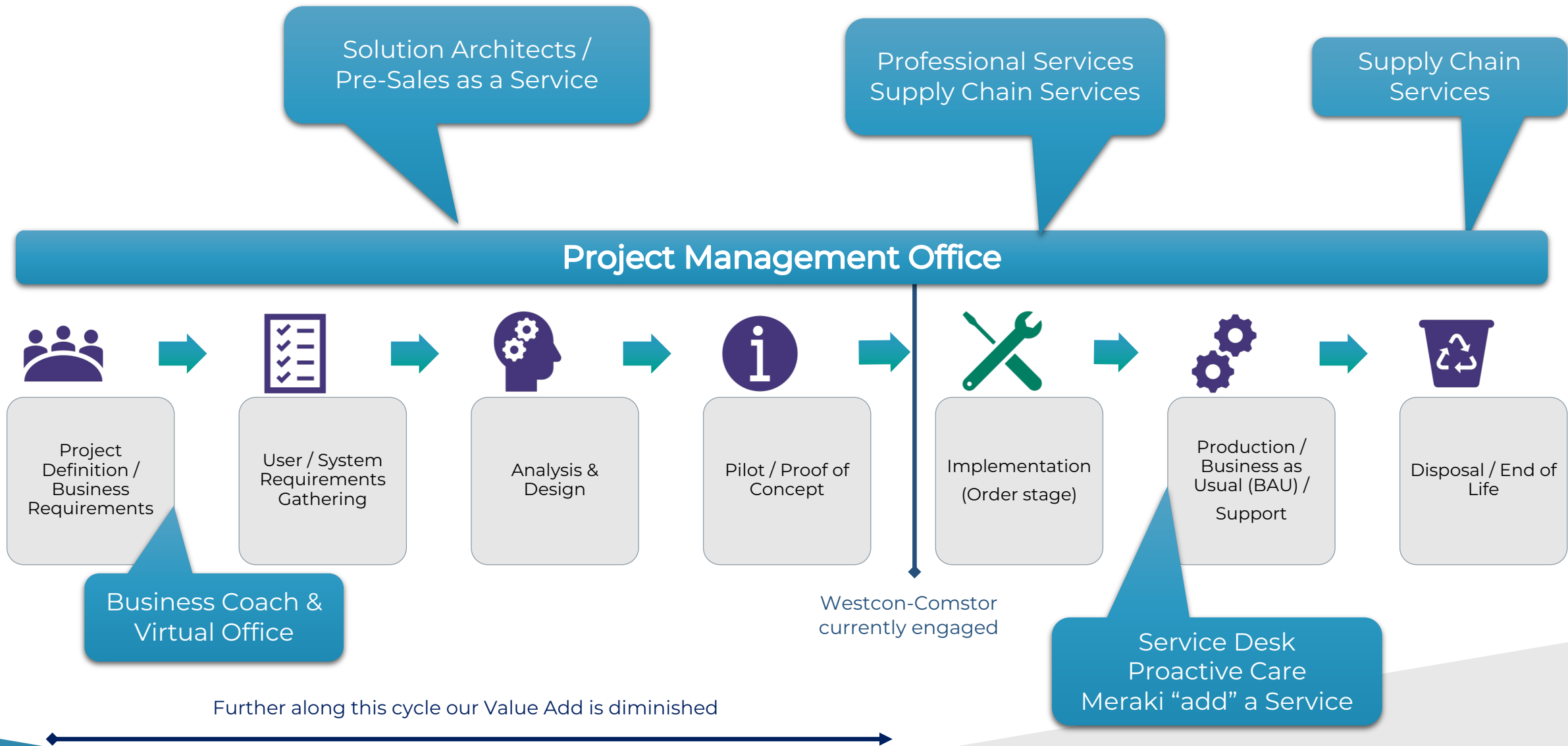
Operate



Optimise



Typical IT Project / System Lifecycle



Support Services Building Blocks

Care Maintenance Services

A support service offering providing an equivalent level of support to the support programs commonly provided by Extreme Networks(OEM).

Westcon will provide Care Support for Extreme Networks. Limited to certain technologies.

Assist Service / Service Desk

Virtual headcount available as and when you need it, for:

Technical advice
Execution of changes
Daily IT tasks
Small projects
Remote Consulting

Global ETS Maintenance BreakFix

Engineer-To-Site is our cost effective add-on support service, providing:

- Local engineering resources for hardware replacement during an RMA
- Available in over 150 countries globally

Partner Success Delivery Manager

Single of Point of Contact for Reseller or End-User:

Escalation when performance and issues are detected
Business Reviews on service performance, at selected recurrence

Professional Services Building Blocks

Global Rack & Stack

A field service providing:

- Onsite technical resource to install physical device
- Available in over 150 countries globally.

Wifi Surveys

Field engineer will perform a survey of a wireless infrastructure to understand the current Radio Frequency and characteristics of a site.

- Remote Wifi Survey
- Onsite Wifi Survey

Remote Advice PS Units

Professional Services Packs to have access to remote Professional Services for skills and capacity extension. Get access to technical skills when needed.

ProServe Packages

Westcon fixed price ProServe packages are:

- Pre-defined
- Pre-priced
- Reduce responding time for customer opportunities

*Remote offering

PMO Support

We provide Project Management services for more complex network projects:

- Meeting project demands
- Compliance requirements
- Managing budget & risk

Supply Chain Services Building Blocks

Warehousing

Global approach to hardware management through our network of international distribution centres:

- Westcon Warehouse centre
- Secure Site & Forward Stocking locations

Reverse Logistics

Full hardware lifecycle management, managed & cost-effective:

- Asset management
- Field recovery
- Recycling & Re-use
- Compliant asset destruction

Staging

Supply chain service, provides pre-install hardware service in our labs or configuration centres:

- Hardware Staging
- Pre-configuration
- DOA
- Burn Tests
- Testing reports

Forward Logistics

We expand our customers' global coverage by:

- Shipping products into 177 countries
- Simplifying international shipment process
- Using most effective way to get equipment into hard-to-reach countries

PMO Support

We provide Project Management services to:

- Meeting project demands
- Compliance requirements
- Managing budget & risk

Advantages of working with the Westcon Team



Additional Support & Managed Services

- ◆ Multiple SLA based support options can be added to any package or solution
- ◆ Managed Service with monitoring
- ◆ Collaborative Care Support (reactive or proactive to support your customers/users)

Ready to take the first step?

We're here to help you along every step of the sales process.

Early engagement is key to successful services opportunities.

Start your journey with Extreme Networks now by contacting your local Westcon AM and Services AM

