

Multiven - The Global Leader in Multivendor IP Network Support Services

Multiven is a global provider of expert-level multivendor and multi-technology network support services with an innovative delivery model designed to give you the best value for advanced network solutions. Our sharp focus on the operations and optimization phases of network lifecycle services provide you with end-to-end support ownership which improves your operational efficiencies and productivity while extending the lifespan of your invested network capital.

Whether you are a Managed Service Provider, IT Service Provider, Large Enterprise, Network Equipment Manufacturer, Small to Medium Business or a Government Agency, leveraging Multiven's global grid of industry-expert engineers ensures your competitiveness and removes a major barrier to your continued success in a 21st century world of secure high-availability network infrastructure.

Why Multiven

As your IP network grows in technological complexity with equipment from disparate manufacturers, Multiven's advanced multivendor support services help to accelerate your success while controlling your operational costs. Whether you require reliable day-to-day support expertise or immediate resolution of critical issues, Multiven's network support services can be the trusted resource you can rely on to exceed those business needs.

Multiven improves your bottom-line by:

- Reducing your Total-Cost-of-Network-Ownership by up to 50%.
- Supplementing your in-house resources with globally available industry-experts.
- Improving the performance and availability of your network resources to meet end-user demands.
- Minimizing security risks while staying responsive to business needs.
- Providing you with industry-leading remote technical support along with on-site hardware replacement options.

Multiven can help you...

Increase Productivity

In addition to reducing the risk of lost productivity through network downtime and degradation, Multiven empowers your organization to make better use of in-house resources that can be redirected to revenue generating core business activities.

Reduce your Total-Cost-of-Network-Ownership

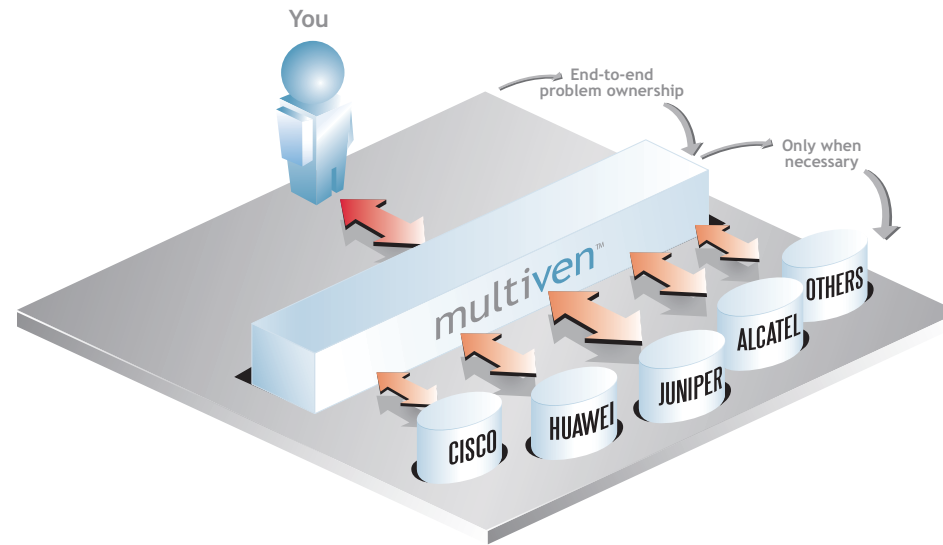
Attempting to provide adequate in-house technical know-how for the ever-growing networking technologies can be a daunting task for all businesses. Multiven's tailored services reduce the need for in-house support teams, thus providing you an opportunity to save from a headcount reduction along with improved efficiencies.

Improve your Mean-Time-to-Competent-Repair

Multiven provides you immediate access to network industry-expert engineers round-the-clock, which shrinks your Mean-Time-To-Resolve to unprecedented levels for all concerns. This guarantees a highly available network infrastructure.

Extend the Lifespan of your Network Asset

We are firm believers in the saying: "If it's not broken, don't replace it". You can effortlessly extend the lifespan of your network infrastructure through Multiven's objective consultations and health-check optimization services.



Multiven Network Support Model

Services

Network Operation Services

Multiven ExpertEase Services

Leverage Multiven's pool of experts on a pay-as-you-go basis for support solutions remotely delivered to help you instantly resolve your network operational concerns competently - on demand

Multiven Premium Services

Multiven Premium Services provide you with high-level reliable operational solutions and an on-going relationship with Multiven that includes familiarity with your network infrastructure, unlimited access to the Multiven online knowledge-base, reporting tools, online forums, educational resources and much more.

Multiven PremiumTouch Services

Multiven PremiumTouch Services expand on all the benefits of Premium Services by increasing the level of interaction as we allocate you a designated networking expert who serves as your advocate within Multiven. The tangible benefits for your organization include improved operational efficiencies, enhanced communication and a more robust infrastructure.

Hybrid Network Services

Multiven PremiumPlus Services

Multiven PremiumPlus Services combine all the benefits of the Premium and Optimum service offerings granting you all the necessary resources to effectively operate and optimize your network seamlessly. This service helps align your network infrastructure with business strategies and removes all redundancies in processes, organization and technology.

Network Optimization Services

Multiven Optimum Services

Multiven Optimum Services provide you proactive carrier-class network consulting services that used to be the sole preserve of Fortune 50 companies. The features include your very own designated team of multivendor engineers built around your network infrastructure and technology needs, working round-the-clock to ensure that your short and long-term business objectives are exceeded.

Multiven Global Services

Services	ExpertEase	Premium	Premium Touch	Premium Plus	Optimum
24 x 7 x 365 Remote Availability	•	•	•	•	
Tier-4 Internetwork Support Expertise	•	•	•	•	
Industry-Standard SLAs	•	•	•	•	
Priority Phone Queues	•	•	•	•	
Online Access Portal	•	•	•	•	
Software Upgrades & Maintenance Assistance	•	•	•	•	
Remote Hardware Replacement Assistance	•	•	•	•	
Onsite Hardware Replacement*	•	•	•	•	
Unlimited Access to Knowledge Base		•	•	•	
Access to Reporting Tools		•	•	•	
Access to Internetworking Forums		•	•	•	
Knowledge Transfer And Mentoring Assistance		•	•	•	
Designated Engineer			•		
Quarterly Conference Calls			•	•	•
Monthly Conference Calls			•	•	•
Weekly Conference Calls			•	•	•
Designated Consulting Engineering Team				•	•
Network Health Assessment				•	•
Network Security Assessment				•	•
Network Performance Tuning and Optimization				•	•
Network-Level Focused Engineering Support				•	•
Change Management and Control Assistance				•	•
Operating Systems Software Recommendations				•	•
Network Design Optimization				•	•

*Carries an additional charge.

Contact us today!

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