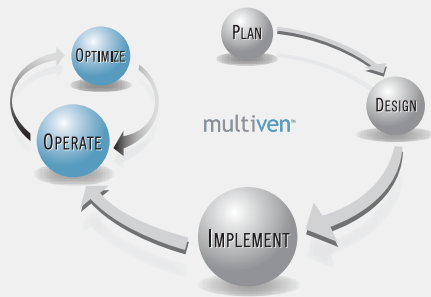




Multiven Network Maintenance Services - NMS & NMS Onsite

Multiven's Unique Approach to Network Services



By letting Multiven take end-to-end ownership of your network services needs, your business can achieve better return on network investments.

Multiven global Operations & Optimization services can help you:

- Increase productivity
- Reduce Cost of network operations
- Improve business agility
- Expand the lifespan of network assets

Service Overview

Multiven Network Maintenance Service (NMS): Critical Multivendor IP Network Support

For all network concerns, whether common or complex, Multiven NMS provides you with immediate access to expert assistance and information when you need it:

- Rapid problem resolution with around-the-clock, global access to Multiven's Multivendor Internetwork Technical Assistance Center (MITAC)
- Registered access to Mymultiven portal for cutting-edge online tools and information
- Advance hardware replacement
- Ongoing software updates that enable you to evolve your network to ever-changing business needs and increase the return on your hardware investment

Multiven NMS Onsite: Supports Your Needs

Multiven NMS Onsite includes all the benefits of Multiven NMS plus the added assurance of an experienced field engineer to install replacement parts at your location. Multiven NMS Onsite implements multivendor technology expertise and best-practices to help ensure that your network operates at the highest levels.

Highly trained onsite engineers provide:

- Accurate and faster advance network parts installation
- Improved network staff readiness and skill levels
- Reduced staffing requirements

Best-of-Breed IP Network Service and Support

Multiven's Multivendor Internetwork Technical Assistance Center (MITAC)

Available online or by telephone, highly skilled Multiven TAC engineers, including CCIE/JNCIE professionals, are the best in the industry, offering:

- Superior expertise in all IP technologies and vendors
- Knowledge transfer resources to enhance your skills
- Sophisticated call routing to the right experts
- Multiven online forums
- Global support available



Multiven Network Maintenance Services - NMS & NMS Onsite

Multiven's Key Differentiators

People

- Industry Experts
- Prolific Troubleshooters

Processes

- Globally Consistent
- Proven Methodologies

Tools & Technologies

- Multivendor Knowledge-Base
- 21st century infrastructure

Why Multiven Services

Multiven provides you a broad portfolio of end-to-end Internetwork support services that help you reduce your total-cost-of-network-ownership, business flexibility, and network availability to increase your overall return on investment (ROI).

24 hours a day, 365 days a year, Multiven's innovative services guarantee that your complex multivendor network infrastructure enjoys extreme availability.

With a multivendor TAC consisting of a 100% pool of industry-experts, cutting-edge tools and proven methodologies, Multiven will reduce your network downtime, improve efficiencies, lower your total-cost-of-network-ownership and maximize the performance of your IP network infrastructure.

Leveraging Multiven's globally available resources directly or out-tasked, removes a major barrier to your continued success.

For more information

For more information about Multiven Network Maintenance Services™ - NMS & NMS Onsite contact your local Multiven account representative, or visit www.multiven.com.