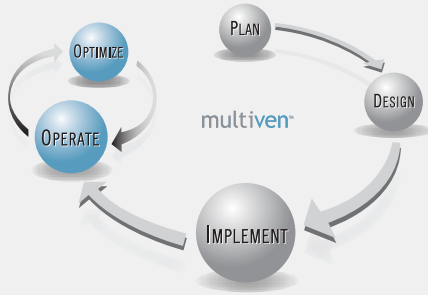




Multiven Premium Internetwork Services™ - PIS & PremiumTouch Internetwork Services™ - PTIS

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

Multiven PIS & PTIS programs provide expert multivendor technical assistance 24 hours a day seven days a week, from industry-expert engineers who are familiar with your network.

Service Overview

In today's highly competitive business environment, the network is the base of daily operations and organizations rely on an efficient network to enable critical business applications. The network must be highly available, secure, and reliable. Making full use of business opportunities and overcoming technical challenges begin with maintaining extreme network availability.

With their deep technical expertise and understanding of your networking environment, Multiven engineers can help provide the personalized assistance your business needs, when you need it. Receiving this high level of support during the operation phase of the network lifecycle will help speed issue resolution and increase your overall network uptime.

Multiven Premium Internetwork Services™ - PIS

Multiven PIS is a premium service that allows you to speak directly to Multiven's expert engineers 24 hours a day, seven days a week. Multiven engineers strive to cultivate a close working relationship that includes familiarity with your network infrastructure, technologies and personnel. This relationship helps them better understand your network's operational procedures, past and present concerns. Support engineers also have instant access to your business operations information, which helps them in resolving your network issues quickly and efficiently.

Multiven PremiumTouch Internetwork Services™ - PTIS

Multiven PITS provides you with all the benefits of our Premium service delivered with an ultra-high-level of interaction with Multiven as we allocate you a designated networking expert engineer to serve as your advocate within Multiven, communicating with you on a quarterly, monthly or weekly basis to review and drive any outstanding issues or concerns to closure. This same engineer is responsible for handling your network concern from beginning to end, the support you receive is also more consistent and personalized.

In most cases, having a broader awareness of your network infrastructure can help Multiven support engineer identify the root causes of recurring network issues. Some of the tangible benefits for you include improved operational efficiencies, and a more robust infrastructure.



Multiven Premium Internetwork Services™ - PIS & PremiumTouch Internetwork Services™ - PTIS

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.

Availability

Multiven PIS and PTIS programs are available worldwide. To obtain the most current availability status, contact your Multiven service account manager.

Summary

Multiven PIS and PTIS programs deliver premium personalized support service to help facilitate the fastest possible resolution of your network infrastructure issues. These high-touch network operations services offering provide technology- based expertise to help you attain the highest return on your network hardware investment.

For more information

For more information about Multiven PIS and PTIS contact your local Multiven account representative, or visit www.multiven.com.