

To have a dependable network is not important - it's everything!



DNWP

Services

Let us take care of your optimal product performance

Dedicated Network Partners offers maintenance and support services for all our products throughout their entire lifecycle.

Selecting DNWP services is a valuable business decision for multiple reasons.

Reliability, availability and other performance issues are areas of concern and care for mission critical network owners and admins.

DNWP services help you to:

- Secure network uptime,
- Increase operational efficiency, and
- Extend the lifecycle of your products.

Make the most of your investment with DNWP services.

For further information, please contact our sales or the closest reseller to you.

The support you need

Dedicated Network Partners' maintenance and support service model allows you to choose between a standalone service or a modular services package tailored according to your need.

DNWP services

- Hardware warranty and software rectification
- Hardware repair service
- Helpdesk
- Software maintenance and releases
- Competence development
- On-site support

DNWP services

Select one or more

Hardware warranty and software rectification

Make the most of your purchase

- Dedicated Network Partners warrants hardware for a period of 12 months (1 year) from delivery
- Dedicated Network Partners offers software rectification for a period of 90 days (3 months) from delivery or when the software is installed into the hardware¹

Hardware repair service

Extend the lifecycle of your investment

- Customer repair notifications monitored 8x5
- 'Repair and return' service²
- Trusted repair partners
- Direct shipping between customer and repair center
- Repair within 10 days after received

Helpdesk

Get a rapid issue resolution to secure uptime

- Helpdesk for 8x5 or 24x7
- Personal access to technical support staff to address and resolve possible issues remotely
- Access to all the latest documentation in DNWP support web
- New software releases for download³

Software maintenance and releases

Keep your product up-to-date

- New software releases for download⁴
- Software maintenance release updates and error correction

Competence development

Build your own in-house expert pool

- General and in-depth knowledge over DNWP products
- Competence development with the most suitable method from a classroom training to an on-the-job training
- Custom training courses at your location

On-site support

Increase the operational efficiency

- Planned and scheduled on-site support for predefined operational and maintenance activities
- Expert insight and experience in fine-tuning your network into an effective operational service platform
- Flexibility in getting the right kind of support
- Cost effective - A lean way to perform operations involving our products
- Overall quality and performance improvement

¹Software/firmware for the Dynanet product family is delivered on as-is basis.

²Hardware repair service can be offered alternatively as an extended hardware warranty.

³Subject to the annual software maintenance agreement.

⁴No new software releases are available for the Dynanet product family.

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