

# MERU ASSURE

## MERU ASSURE

MeruAssure maximizes and protects your WLAN investment with the comprehensive incident management services and support needed to keep today's demanding enterprise up and running.



## SERVICES OVERVIEW

With an experienced support team available 24x7x365, MeruAssure ensures you have access to experts capable of resolving unexpected WLAN issues or assisting with WLAN implementations.

### Support Programs that Maximize Your Meru WLAN Investment

Meru provides a comprehensive suite of service and support programs, including 24x7x365 live accessibility to technical support resources. Because each customer has unique requirements, Meru offers different levels of customer service programs as well as emergency on-site service. Emergency on-site service is designed to provide customers with services needed to ensure network performance, high-availability, and fast fault recovery.

### Feature

Live support coverage for customers in the Americas, EMEA & APAC

Toll free calling numbers available in United States, Canada, Norway, Sweden, United Kingdom, France, Denmark, and Japan

Access to Online Support Portal

Software upgrades and patches

Advanced hardware replacement shipping

Access to three different training courses: Basic WLAN, Meru E(z)RF Application Suite, and Advanced Troubleshooting

Remote diagnosis, analysis and troubleshooting of Meru products

### Benefit

Expert technical support engineer seven days a week, 24 hours a day to ensure optimal WLAN performance and timely issue resolution

Cost effective access to the expertise and knowledge you need to optimize your WLAN investment

Extensive knowledge base with exhaustive search capabilities, software documentation, automated self-ticketing and status check, automated RMA processing and status check, product/asset tracking, verification of contracts and automated renewals

Ensures you have access to the latest releases and features for System Director operating system and its application modules

Minimize WLAN downtime

Leverage your WLAN investment with training and education that ensure you're getting most out of your Meru solution

Access the knowledge of trained service specialists capable of assessing, diagnosing and repairing network problems remotely

# MERU ASSURE AVAILABLE PACKAGES

## Flexible Service and Support Packages

MeruAssure Support is available in four packages designed to meet the varied needs of our customers. With the ability to select the level of support that best suits an organization's needs, MeruAssure delivers only the services you need to maximize the value of your Meru solution.

Feature	Benefit
<b>Bundled Controller and AP Support</b> Covers remote support for the controller and all APs attached to the controller.	<ul style="list-style-type: none"><li>• Unlimited 24 X 7 X 365 live telephone/email/web access to Meru technology experts</li><li>• Registered access to Customer Support Site</li><li>• Software updates and upgrades</li><li>• Advanced hardware replacement for controller and all APs</li></ul>
<b>Controller Only Support</b> Covers remote support for controller only. It does not include AP support.	<ul style="list-style-type: none"><li>• Unlimited 24 X 7 X 365 live telephone/email/web access to Meru technology experts</li><li>• Registered access to Customer Support Site</li><li>• Software updates and upgrades</li><li>• Advanced hardware replacement for controller only</li></ul>
<b>Software Only Support</b> Covers remote support for controller software. No Hardware support is included.	<ul style="list-style-type: none"><li>• Unlimited 24 X 7 X 365 live telephone/email/web access to Meru technology experts</li><li>• Registered access to Customer Support Site</li><li>• Software updates and upgrades</li></ul>
<b>Onsite Support</b> Provides onsite assistance on any Meru WLAN products or interoperating devices in your network.	<ul style="list-style-type: none"><li>• Onsite troubleshooting of Meru WLAN System and interoperating devices such as network infrastructure and client devices</li><li>• Resolution of WLAN solution issues onsite</li><li>• Expert advice on optimizing performance of Meru WLAN network</li><li>• Professional security audit and best practice guidance</li><li>• Performing tune-up on Meru WLAN network</li></ul>

## Support Numbers

For assistance, contact Meru Networks Customer Services and Support 24 hours a day at:

Phone:  
1-888-637-8952  
(1-888-Meru-WLAN)

Email:  
support@merunetworks.com

Web:  
<http://support.merunetworks.com/>

In UK: 0800 085 7381

In France: 080 554 0108

In Norway: 800 30 354

In Sweden: 020 160 5667

In Denmark: 80 600 087

In Japan: 0120 924853

**Meru Networks** | develops and markets wireless infrastructure solutions that enable the All-Wireless Enterprise. Its industry-leading innovations deliver pervasive, wireless service fidelity for business-critical applications to major Fortune 500 enterprises, universities, healthcare organizations and local, state and federal government agencies. Meru's award-winning Air Traffic Control technology brings the benefits of the cellular world to the wireless LAN environment, and its WLAN System is the only solution on the market that delivers predictable bandwidth and over-the-air quality of service with the reliability, scalability and security necessary to deliver converged voice and data services over a single WLAN infrastructure.

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