

# Alcatel-Lucent Enterprise Diamond Support Service

## Premium Network Support Services

Alcatel-Lucent Enterprise Diamond Support Service is a premium network assistance service to end customers. This service helps customers continuously improve the performance of their ALE network by relying on designated customer care experts for personalized and customized assistance. Customers will benefit from up to 60% faster issue resolution time<sup>1</sup> to boost network availability. Diamond Support also helps customers successfully plan and roll out strategic network changes with the assistance of ALE experts to meet ever-changing technology requirements.

Diamond Support includes access to a Designated Support Engineer (DSE) with a minimum of five years' experience in ALE networks. A DSE is a single point of contact (POC) for managing all service-related issues for an end customer. This customized and personalized assistance improves network performance. A back-up DSE provides assistance if the prime DSE is not available.

The DSE knows the customer network, significantly accelerating case management and closure. All DSEs have fast-track access to ALE Engineering for speedy software issue resolution and troubleshooting of complex networks.

Diamond Service ensures that the customer's network remains in top condition and can respond to the evolving technological landscape.

Features	Benefits
Access to a Designated Support Engineer (DSE) assigned to the end customer	Single point of contact familiar with the customer network, leading to 60% faster resolution <sup>1</sup>
DSE has a minimum of five years of customer care experience with ALE networks	Premium customer care service including maintenance and troubleshooting of complex networks
DSE has fast track access to R&D	Spontaneous involvement with software anomalies and very complex troubleshooting
Backup DSE	Always-on access to premium customer care service
Regular knowledge transfer (option)	Higher productivity for the customer's network engineers
Standby support during planned network changes (option)	Premium assistance in real time during network changes
Proactive planning (option)	Improve the performance of the network and reduce downtime

<sup>1</sup> Time to resolve issues was measured at 60% faster for Diamond Support Service Customer compared to standard Support Services.

## Diamond Support Service

### Service description

Diamond Support high-performance support service includes the following:

- Access to a Designated Support Engineer (DSE) assigned to the end customer with knowledge of context and history and minimum five years' customer care experience with ALE networks
- Fast-track access to ALE R&D to resolve network faults quickly
- Backup DSE during absence of the primary DSE
- Automated case routing to DSE from Alcatel-Lucent Enterprise MyPortal

Diamond Support can optionally cover:

- Regular knowledge transfer to keep customer up to date
- Standby support during planned network changes
- Proactive planning of network changes

### Coverage

Diamond Support is an add-on to ALE standard support services. Diamond Support covers the following products if they have a valid standard support entitlement:

- Alcatel-Lucent OmniSwitch®
- Alcatel-Lucent OmniAccess® WLAN
- Alcatel-Lucent OmniAccess® Stellar Access Points
- Alcatel-Lucent OmniVista® 2500 Network Management System
- Alcatel-Lucent OmniVista® 3600 Network Management System
- Alcatel-Lucent OmniVista® Cirrus
- Alcatel-Lucent OmniVista® Network Advisor
- Network as a Service By ALE (NaaS)

### Service availability

- The DSE is available during the local business hours (Monday to Friday, 8am to 5pm customer local time). Service Requests (SR) will be dispatched to the DSE.
- If the DSE is unavailable during local business hours, SRs will be dispatched to the backup DSE

- Outside business hours, SRs will be dispatched to the ALE Technical Assistance Center as per Support Software or Support Plus conditions

### Geographic availability

Network Support Services are available worldwide unless otherwise stated in Network Service Essentials document.

### Information for Business Partners

#### Conditions to access

#### Diamond Support Service

- Contracts: The Network Support offer is available to all Business Partners with a valid distributorship agreement or a valid indirect partner charter

### Ordering information:

Diamond Support is available by request only and bound to approval by ALE. For offers, please contact the ALE Welcome Center or your ALE representative.

- Diamond Support requires a minimum quantity of thirty (30) SRs per year
- Diamond Support minimum annual term is twelve (12) months.

### Contact information

ALE recommends that Diamond Support SRs are handled by phone or through MyPortal for faster routing.

Phone:

- |           |                  |                                |
|-----------|------------------|--------------------------------|
| • English | + 1 650 385 2193 | (24h, 7 days a week)           |
| • German  | + 1 650 385 2197 | (7:00 am till 7:00pm CET/CEST) |
| • French  | + 1 650 385 2196 | (7:00 am till 7:00pm CET/CEST) |
| • Spanish | + 1 650 385 2198 | (9:00 am till 7:00pm CET/CEST) |

Toll Free phone numbers are available on MyPortal in the Support section.

MyPortal: <https://myportal.al-enterprise.com>

Email: [ale.welcomecenter@al-enterprise.com](mailto:ale.welcomecenter@al-enterprise.com)

