


solution brief NEC Secure Network Maintenance Programs



NEC Secure: Simplify Network Maintenance with an Expert, Dedicated Service Provider

Empowered by Innovation

NEC



Control IT Costs and Increase Operational Efficiencies with NEC Secure Maintenance

Now more than ever, IT is challenged to maintain communications uptime. A disruption to your communications network can have drastic consequences in terms of lost revenues and lost productivity. Factor in the fallout of economic turmoil that has shrunk IT departments to skeletal levels, and the challenge is magnified ten-fold, as valuable, expert enterprise IT resources are strained to capacity. Yet for most enterprises, maintaining a separate team to manage communications maintenance is costly and inefficient. Enterprises need a way to efficiently and cost-effectively manage networking systems that impact voice, email, business applications and enterprise data communications.

Problem

Faced with smaller staffs and increasingly complex communications environments, enterprises need fast resolution to business-disrupting downtime while keeping IT costs at a minimum, as well as a reliable partner who is not only an expert in maintaining your communications systems but also understands your business, IT infrastructure and challenges.

Solution

NEC Secure takes the burden of maintaining the communications network off the shoulders of IT, placing it squarely with highly trained experts who specialize in maintaining your Cisco networking products. NEC Secure is a cost-effective service program that delivers the peace of mind of lightning-fast response times and both remote and on-site maintenance reinforced by individualized service from a dedicated account team that understands your infrastructure and challenges better than anyone.

Benefits

NEC Secure maintenance programs help increase IT budget visibility by making maintenance costs predictable. In addition, NEC Secure helps reduce total cost of ownership as the communications infrastructure is maintained at optimal levels and IT teams are free to focus on other business-critical issues. NEC Secure is staffed with highly trained experts who are thoroughly familiar with your IT environment. With expert phone, email and on-site technical support, NEC Secure simplifies network management.



Realize Cost Savings and Increase Business Efficiency with NEC Secure Network Maintenance

In the age of sub-millisecond algorithmic trading, anywhere-access to electronic health records, online commerce and myriad portable communication devices, communication and data transmission has never been more rapid—or more critical to the business. A disruption to voice, email, unified messaging or data transmission can spell disaster. Yet as IT organizations are tasked with performing multiple roles, in most enterprises it is impossible to maintain a dedicated network maintenance team.

Experience Dedicated, Expert Network Maintenance

Enterprises need a cost-effective, efficient and reliable way to manage networking equipment. The key is finding the right provider. NEC Secure offers account-specific maintenance from a team that is not only expert in supporting Cisco networking systems, but also depth of experience with your IT environment.

A solution for providing diagnosis, escalation and resolution of incidents and problems in your networking infrastructure, NEC Secure support is delivered both remotely and on-site, including phone and email technical assistance, advanced parts replacement and 24/7 Web portal access to network information.

The solution works by accessing your network via a secure link for continuous device monitoring, including rout-

ers, switches, IP telephony and the data network. At any time, your network administrators can log in to check network status. Should a problem occur, NEC can immediately view the source and its impact on your broader network. Simultaneously, your administrators can receive real-time alerts notifying them of any network incident. Finally, the NEC Secure team conducts thorough analysis of each incident to determine possible reasons for failure—and steps for preventing recurrences.

Each NEC Secure support team includes a host of Cisco-Certified Internetwork Experts (CCIE) and other Cisco-certified network professionals who maintain a target response time of 30 seconds. Located in a centralized technical assistance center, our highly trained NEC Secure experts deliver:

- Troubleshooting and parts replacement
- 24/7 web portal access to network information
- Access to online resources
- Technical phone and email assistance

- Technical and management escalation
- Contract administration

What's more, NEC Secure provides immediate on-site support when you need it, offering advanced parts replacement in as little as two hours.*

Cost-Effective Solution Increases IT Budget Management, Visibility

With IT staffing levels at all-time lows, keeping high-value IT resources focused on business-critical issues has never been more imperative. With NEC Secure, your organization can rely on a trusted provider to manage the maintenance—without the costs of employing a dedicated maintenance team. In fact, NEC Secure costs as much as 20 percent less than other provider programs.

NEC Secure customers quickly realize a reduction total cost of ownership as a result of:

- Improved IT cost management and budget visibility, since maintenance costs become predictable
- Improved service quality, with a target 30-second response rate and turnarounds for parts replacement in as little as two hours
- Rapidly scalable staffing, removing the need to invest in additional staff
- Cost savings with automatic, NEC-managed software upgrades

- The ability to focus on the business—not the network infrastructure

In most companies, about 55 percent of the total software budget is spent on ongoing maintenance and operations—leaving little left for innovative investments in business-enriching applications.*

Experience Unequaled Customer Support

Every service organization claims superior customer support. At NEC, we back this up with consistently high customer satisfaction scores.

Worry-Free Maintenance Takes the Complexity Out of Network Management

NEC Secure takes the complexity out of your network maintenance, so business operations continue as usual, while communications network management is handled smoothly behind the scenes. The solution:

- Supports business continuity, with rapid escalation and resolution and transparent software and maintenance releases
- Enables your IT teams to stay informed of any issues with real-time alerts for delivery to email, mobile devices or the desktop and a 24/7 Web portal
- Removes the burden of contract management with optional services for contract administration, contract conversion and co-termination of contracts
- Problem ownership by acting as your advocate when escalating problems with the Cisco Technical Assistance Center and notifying you when action is taken

Enhance Maintenance Support with NEC Secure Advantage

Take maintenance to the next level with NEC Secure Advantage, which provides even more dedicated support, including an assigned primary and secondary engineer and a contract relationship manager. NEC Secure Advantage also offers critical patch and software release management and monthly meetings to review operational issues. NEC Secure Advantage enhances your support by managing even more of the maintenance process, fully removing the strain from your high-value IT resources.

Trust the Network Support Expert

NEC Secure is the solution of choice for enterprises seeking individualized, expert support for Cisco networking products, backed by the vast experience of certified network professionals and

thousands of customer engagements around the world. Recognized as one of only five CISCO Gold partners, NEC also received the CISCO Enterprise Partner of the Year 2010 award. So we not only offer the expertise in Cisco networking products, NEC Secure and NEC Secure Advantage also offer the assurance of rapid escalation and resolution, so your IT staff can focus on the business-not the networking infrastructure.

For more information about increasing efficiencies while better managing the IT budget with NEC Secure and NEC Secure Advantage, visit www.necunified.com/services.

* Enterprise And SMB Software Survey, North America And Europe, Q4 2009, Forrester Research

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