

## Overview

Multiven's industry-leading multivendor Network Maintenance Services - NMS, NMS Onsite and NMS-Lite provides you with first-of-kind direct-to-expert™ multivendor technical support, software support and hardware replacement that ensures that you enjoy improved productivity and operational efficiencies while extending the lifespan of all your network assets cost effectively.

Critical Multivendor IP Network Maintenance Support for Your Continued Success

## Multiven NMS FAQs

**Q** Will I enjoy Cisco software bug fixes under Multiven NMS?

**A** Yes. Multiven has the right to contact Cisco's TAC to address software defects and obtain software that addresses such defects if such software exists, solely on behalf of Multiven's customers that have a valid license for the software containing the defect and will install the software that addresses the defect on the genuine Cisco product on which the software containing the defect was running.

**Q** What is Multiven Network Maintenance Service (NMS)?

**A** Multiven Network Maintenance Service (Multiven NMS) provides customers with an industry-first direct-to-expert™ multivendor network infrastructure maintenance offering designed to enhance and extend the life of your network infrastructure.

**Q** What is included with Multiven NMS support?

**A** Multiven NMS support includes:

- 24x7x365 Direct-to-Expert™ multivendor technical support
- My Multiven access to web 2.0 cutting-edge task management tools
- Unlimited software support and bug fixes
- Advanced hardware replacements across multiple SLAs ranging from 8x5xNBD to Customer-Premise Sparing
- Collaborative Asset Manager
- Validated multivendor knowledge-base

**Q** What are the benefits of Multiven NMS?

**A** By protecting your network assets with Multiven NMS, you enjoy:

- Lifetime Support™ for all your network devices - including pre-owned and OEM EoL equipment
- A single unified service contract for all your assets - irrespective of the number of vendors in your network
- Guaranteed cost savings of up to 30% off your current OpEx
- A reduced mean-time-to-competent-repair™
- An improved network availability, reliability and performance
- Over 50% cost savings off your capital expenditure and an improved bottom-line



**Q** What hardware service-levels does Multiven NMS offer?

**A** Multiven NMS supports the following hardware SLAs:

- NMS 8x5xNBD - Advanced replacement of hardware next business day between 9am and 5pm, 8 working hours a day, 5 days a week
- NMS 8x5x4 - Advanced replacement of hardware within 4 hours of determining a part failure - 8 hours a day between 9am and 5pm, 5 days a week
- NMS 24x7x4 - Advanced replacement of hardware within 4 hours of determining a part failure, 24 hours a day, 7 days a week
- NMS 24x7xCPS - Hardware replacement spared on customer premise for immediate access with zero wait-time, 24 hours a day, 7 days a week

**Q** Will I enjoy software bug fixes under Multiven NMS?

**A** Yes.

## Multiven Multivendor Internetwork Technical Assistance Center (MITAC)

**Q** How is Multiven MITAC different from other support centers?

**A** Multiven MITAC key differentiators include:

- An industry-first Direct-to-Expert™ technical support
- Multivendor support
- An all-expert TAC team
- A non-tiered support model

## Operating System Software Support

**Q** What kind of software support is offered under Multiven NMS?

**A** Multiven NMS provides its customers with:

- Expert troubleshooting assistance - you will have immediate access to experts with 10+ years experience.
- Advanced configuration support - over 90% of all network issues are related to software misconfigurations and human errors and Multiven's engineers are the leading industry-experts that will make it all work.
- Software defect identification and resolution - If you experience network difficulties related to a software bug, Multiven's experts will first restore your network by implementing a workaround. They will then identify the root-cause defect and Multiven will assist with bug fix procurement from the manufacturer on your behalf. You must have a valid software license to be eligible to receiving bug fixes.



**Q** With OEM services contracts, I can upgrade to any software release. Can I do the same with Multiven NMS?

**A** This is a popular misconception. Most OEM service contracts only allow you to upgrade to later "maintenance" releases within the software feature set you have purchased appropriate licenses for. Downloading software releases from a feature set other than the one you have paid for is a breach of your OEM agreement. Since all software downloads are tracked, it may leave you and your organization vulnerable to audits and possible prosecution by the OEM. So don't do it. Fact - the older a software release is, the more stable your network will be. The world's largest ISPs run software releases three to five years behind the "latest" releases for this reason.

## Advanced Hardware Replacement (MITAC) Support

**Q** Where does Multiven source its hardware from?

**A** Multiven sources its hardware from original network equipment manufacturers and Multiven certified hardware partners.

**Q** How long does it take for replacement parts to be delivered under Multiven NMS contract?

**A** Parts are delivered based on the contract terms as highlighted above.

## Availability

**Q** Is Multiven NMS support available globally?

**A** Yes. Multiven NMS support is available worldwide.

**Q** What vendors and technologies are supported under Multiven NMS?

**A** Check out [Multiven NMS Supported Vendors & Technologies](#)

**Q** Where can I find more information about Multiven NMS programs?

**A** For more information about Multiven NMS, please visit <http://services.multiven.com> or call +1-650-352-1322 option 3.

➔ [Multiven Global Services Features](#)

➔ [Multiven's Differentiation](#)