

HiveCare™ TAM



Designed for customers who require the highest possible level of personalized, priority support, HiveCare TAM program maximizes the value and effectiveness delivered by Aerohive's products and services. The program provides a highly-skilled Technical Account Manager (TAM) that is assigned to your account to act as an extension of your in-house technical staff, helping you optimize all aspects of your Aerohive deployment. The HiveCare TAM program is an optional add-on to any HiveCare program.

Features of HiveCare TAM

Technical Account Manager (TAM)

Aerohive's TAMs have many years of experience in networking and related technical fields, allowing them to provide the highest possible level of support, including:

- Intimately understand your business needs, network configuration, and environment.
- Serve as the primary contact for escalation of technical issues, directing crisis management and incident response as needed.
- Assist with planning for new business needs, provide capacity growth and feature planning project management, and assist with long-term projects such as upgrades and new deployments.
- Provide information on industry trends and Aerohive best practices as they pertain to your business model.
- Coordinate and supervise Education and Professional Services activities.

Health Check and RF Analysis Report

A written health check and RF Analysis report will be provided on an annual basis.

Case Tracking, Escalation and Oversight

- Your TAM will monitor your support interactions, proactively escalating on your behalf when needed.
- Your TAM will help you and Aerohive Support in prioritizing, providing background, and taking ownership of special cases.
- Your TAM will regularly provide an accounting of all outstanding support and product issues, and discuss them with your technical team either in a standing meeting or via email.

Project and Configuration Consulting

Your TAM will help you with any projects that involve your Aerohive systems and will be available for design, project planning and development meetings.

Product Roadmap Briefings

Based on your request, your TAM will coordinate and lead meetings with Aerohive's product management team to present and discuss Aerohive's product roadmap.

Additional Free Access to Training

- TAM customers will receive six (6) complimentary seats per year for regularly-scheduled administrator trainings held regionally.
- Complimentary access to Aerohive's online training portal is expanded to include admission to four (4) advanced certification courses per year.

Enhanced Communications

- Proactive notifications of major events and issues affecting Aerohive specifically and the wider marketplace.
- For Aerohive HiveManager Online customers, your TAM will work with you to develop policies and procedures, which outline when and how you wish to receive notification of and provide input on standard and emergency maintenance.
- Aerohive will constantly refine and tune the Alliance TAM program by collecting and taking action on your feedback from Review Meetings, executive touch points, the assigned TAM, and quarterly surveys.

Quarterly TAM Reports

Aerohive's industry-leading reports detail metrics specific to understanding of your Aerohive installation including AP utilization, long term trending, and ever-evolving best practices. The reports are in a format easily digestible by technical stakeholders and upper management alike. Your TAM will work with you to determine specific areas of focus for these reports and can even customize the display of metrics to meet your business needs. These reports are typically presented on a quarterly basis during account review meetings.

Regular Account Review Meetings

A written health check and RF Analysis report will be provided on an annual basis.

Feature	HiveCare Callback	HiveCare Connect	HiveCare Select	HiveCare Preferred	HiveCare Alliance
Coverage	24x7	24x7	24x7	24x7	24x7
Sev 1	Tier 1	Tier 1	Tier 1	Tier 2	Tier 2
Sev 2-4	Tier 1	Tier 1	Tier 1	Tier 1	Tier 2
S1 SLA	24 Hours	1 Hour	1 Hour	1 Hour	1/2 Hour
S2 SLA	24 Hours	2 Hours	2 Hours	1 Hour	1 Hour
S3 SLA	24 Hours	4 Hours	4 Hours	3 Hour	2 Hours
S4 SLA	24 Hours	2 Days	2 Days	1 Day	8 Hours
Phone	No	Yes	Yes	Yes	Yes
Web	No	Yes	Yes	Yes	Yes
Community	Yes	Yes	Yes	Yes	Yes
Contacts	0	4 Engineers	4 Engineers	6 Engineers	12 Engineers
Product Protect	N/A	NBD			
Replace	N/A	Refurb			
DOA	N/A	New			
SW Upgrades	N/A	Yes			
Geography	NAM	Global			
Focused Pods	No	No	No	Yes	Yes
Special Number	No	No	No	Yes	Yes
Pro Serve	No	No	No	No	Yes
Ops Review	No	No	No	Yes	Yes
Custom Train	No	No	No	Yes	Yes

Resources

Support Portal: <https://support.aerohive.com/login>

Announcements: https://support.aerohive.com/secure/announcement_list

Hardware Warranty: https://www.aerohive.com/330000/docs/Aerohive_HWwarranty.pdf

Training (CBT): <https://www.aerohive.com/330000/docs/help/english/cbt/Start.htm>

Support Terms: https://www.aerohive.com/330000/docs/Aerohive_SupportTerms.pdf

Escalation Process: <https://support.aerohive.com/login>

Contact us today to learn how your organization can benefit from an Aerohive wireless LAN architecture.