AEROHIVE®
N E T W O R K S

HiveCare™ Customer Success

The HiveCare Customer Success Program is the umbrella for Aerohive's Technical Account Manager (TAM) and Customer Success Manager (CSM) programs. These programs are built upon HiveCare Support and licensing and are specifically designed for customers or partners that want sedicated, flexible, and expert Wi-Fi extension of their IT, as well as to maximize the value and effectiveness of Aerohive's products and services.

HiveCare Customer Success Manager – CSM

The HiveCare Customer Success Manager is designed for customers that require a high level of personalized support to maximize the value and operational effectiveness delivered by Aerohive's products and services. The CSM serves as the customer's champion and as a primary interface between Aerohive and organizational leadership of our customers with the goal of impacting and improving customer experience.

The CSM is an extension of your in-house technical team to help our customers optimize all aspects of their Aerohive deployment. The HiveCare CSM is an optional overlay to any HiveCare Program, requires an annual agreement, and provides an average of 15 hours per month of a fully dedicated Subject Matter Expert, (SME).

CSM Work Streams

Customer environments are dynamic. They are driven by environmental change as well as ever-changing requirements to keep pace with market growth, competitive challengers and emerging technologies. The CSM architecture reflects these dynamics and is designed around three (3) interchangeable Work Streams:

- **Steady State** – Network design, Configuration, and Analysis. During the Steady State (no major deployments, migrations or upgrades), the focus is on ticket/incident management, and operational improvements. The rest of the work effort would be around design, configuration improvements, and analysis. In addition, the CSA will participate in strategic meeting to provide advice on future best practices and alignment of new technologies.

- **Project Management** – Greenfield, Replacements, Migrations, and Upgrades. During the Project Operations State the focus is on Design, Architecture, engineering, and operational integrations.

- **Operations Support** – When a customer wants to augment their internal Technical Support team with an Aerohive Subject Matter Expert (SME) the designated Technical Support Engineer (TSE) will meet this need. The TSE's focus is on issue resolution, escalation and internal mentoring. The TSE will function as a member of the customer's technical support team.

HiveCare Technical Account Manager – TAM

Aerohive's Technical Account Managers 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.

TAMs provide numerous services, including:

Health Check and RF Analysis Report
A written health check and RF Analysis report is provided annually.

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 acting 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.

Additional Resource Links

- 🔗 *Support Portal*

- 🔗 *Aerohive Announcements*

- 🔗 *Warranty Information*

- 🔗 *Training (CBT)*

- 🔗 *Support Terms*

- 🔗 *Escalation Process*