

HiveCare™ Connect Support

Welcome to HiveCare Connect Support. This is our global support program designed for those customers that want to augment their existing IT resources with enterprise class support to support the Aerohive Connect products they have purchased. HiveCare Connect Support is delivered 24x7 by Aerohive engineers, anytime anywhere. HiveCare Connect Support is also fundamental to protecting your networking investments by offering a portfolio of services that are essential to maintaining a robust network.



BASIC FEATURES OF HIVECARE™ CONNECT SUPPORT

Aerohive Technical Assistance Center 24x7 Coverage

HiveCare Connect customers enjoy access to the Aerohive Technical Assistance Center (ATAC) staffed by highly skilled ATAC Support Engineers 24 hours a days 7 days a week for all Severity levels.

Aerohive Support Portal

HiveCare Connect customers have always on access to the HiveCare Support Portal which includes Software Updates and Upgrades, release notes, FAQs, product documentation, and links to on-line training.

Service Level Response

HiveCare Connect customers receive aggressive first-response Service Level Commitments to ensure your issues are top-of-queue and have the highest visibility based on the SLA. Escalations are at your discretion, just ask.

Accredited Contacts

HiveCare Connect customers are authorized to have up to four (4) administrators who have been specially trained by Aerohive to contact us through the ATAC or the Support Portal.

Extended Product Protection

HiveCare Connect Customers enjoy Extended Product Protection. This is a RMA Service that includes Next Business-Day Advanced hardware replacement. This means that, upon fault verification, Aerohive will ship refurbished hardware the next business day in advance of receiving suspected failed units. The advanced replacement of hardware is subject to certain limitations and restrictions, as stated in Feature Overview and at http://www.aerohive.com/pdfs/Aerohive-Datasheet-Hivecare-Terms_and_Conditions.pdf

Software Updates

HiveCare Connect customers receive complete access to all software releases for Connect products during the support term, including major and maintenance releases. This software is available 24x7x365 from the Aerohive Support Portal.

Severity Definitions

Severity 1: Service is down, or unavailable. Business operations have been severely disrupted. No workaround available

Severity 2: Major functionality is impacted or significant performance degradation is experienced. No reasonable workaround is available

Severity 3: Minimal impact to operations. Short-term workaround is available, not scalable

Severity 4: General usage questions- No Impact on business operations

Tier Definitions

Tier 1: This is the support required to identify, troubleshoot, and document the problem(s) reported. More specifically this covers enquiries or questions concerning the operation of any product function within its specifications, such as "how to dos", common operations, commands, RMAs, and the user interface including answers to known questions, and escalation Tier 2 as needed.

Tier 2: The support covering the use of advanced features, investigation of suspected bugs, failure of the product to perform properly, to analyze these problem's using in-depth troubleshooting techniques, to reproduce the problem's or determine that the problem's cannot be reproduced. Tier 2 support will be provided by the Aerohive Senior Customer Support Engineers in Americas, EMEA, and Asia Pacific. When a problem cannot be resolved the case is escalated to Tier 3.

Tier 3: The support provided to isolate the problem(s) reported in an incident to a component level, and to provide a work-around, an error correction or an escalation to engineering. Tier 3 support will be provided by Aerohive and may be assisted QA and/or Engineering. They will:

- Be the first point of escalation for all problems not resolved at Tier 1 or 2.
- Deliver the service to identify, troubleshoot, and document the problems reported in an Incident;
- Isolate the problems reported in an incident to a component level, provide a work-around, a solution or escalate to engineering.

RESOURCES

Limited Product Warranty

http://media.boundless.aerohive.com/documents/Aerohive-Data-sheet-Hivecare-Product_Warranty.pdf

Training (CBT)

<http://docs.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>

FEATURE	HIVECARE CONNECT
Coverage	24x7
Tier - Severity 1*	T1
Tier - Severity 2-4**	T1
S1 SLA	1 Hour
S2 SLA	2 Hours
S3 SLA	4 Hours
S4 SLA	2 Days
Accredited Contacts	4 Eng.
Extended Product Protection - RMA Delivery	NBD
Extended Product Protection Replacement	Refurbished
DOA Replacement	New
SW Updates & Upgrades	Yes
Geography Served	Global
Select Level System Support SKU: AH-CON-S-HC-XY	

CHART NOTES

- Features, Terms and Conditions, and the specifics of each HiveCare Program can be found at: <https://support.aerohive.com/login>
- **Coverage** – The time of day Aerohive will accept a service request
- **Tier Priorities** – Tier that responds - e.g., Select is Tier 1 all requests; Alliance is Tier 2 all requests
- **Service Level Commitments** – The initial response time by program by priority
- For more detailed information regarding the Aerohive limited hardware warranty, please visit: https://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Product_Warranty.pdf.
- **Accredited Contacts** – Number of authorized & trained contacts that can access the Support portal
- **Software Updates and Upgrades** – Available 24x7x365 from the Support Portal

** If customer will participate, work 24 x7 until a solution or workaround then move to Severity 2*

*** This is normal business hours.*

