



LANCOM MSP-Care-24 / 7

The all-inclusive package for managed service providers



As an IT infrastructure service provider, your mission is to keep your customers' networks highly available at all times. Downtime causes enormous pressure, because the incident needs to be remedied as quickly as possible. This is why you benefit from 24/7 support from our most experienced support staff – guaranteed within 30 minutes in the event of a major incident.

Regular review meetings to discuss the performance of your customer networks help to optimize the cooperation between the managed service provider (MSP) and LANCOM support: All of this serves to identify causes and patterns of disruption and reduce future downtimes.

- Full service package for managed service providers who secure high-availability network scenarios
- Guaranteed response time of max. 2 hours, for major incidents max. 30 minutes
- Direct access to the LANCOM support
- Continuous improvement from quarterly review meetings
- 24/7 availability
- Terms and conditions are agreed individually
- At least one customer employee must be LANCOM certified

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Short, guaranteed response times

The service package LANCOM MSP-Care-24/7 is our guarantee to you as a managed service provider that a support case will be processed after the shortest possible response time. After 2 hours at the most, or even within 30 minutes for major incidents, a personal contact person will be available to you.

Access to LANCOM specialists

LANCOM MSP-Care-24/7 gives you immediate access to the LANCOM support. This allows you to work directly with our experienced network specialists, who will work quickly and competently to resolve your problem.

Service times: 24 hours, 7 days a week

LANCOM MSP-Care-24/7 offers you round-the-clock service, seven days a week. It offers the best possible protection of the networks you manage. This minimizes network downtime and the associated revenue losses.

Just right for your customers' networks

LANCOM MSP-Care-24/7 allows you to adapt the service and support requirements for each of your managed networks to the precise needs and demands of your individual customers.

Ongoing development included

LANCOM MSP-Care-24/7 is a service that goes beyond mere troubleshooting. Quarterly review meetings help you to derive trends and optimizations from recent support cases.

Item numbers

LANCOM MSP-Care-24/7 (1 year)	10217
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