

LANcare Premium Support 24/7

24/7 manufacturer support and security updates for projects

LANCOM Service **LANcare Premium Support 24/7**

Maximum network availability is the basis for the uninterrupted operation of business processes. To ensure that you and your ongoing projects are reliably protected in the event of network failures, LANcare Premium Support 24/7 provides you with round the clock support directly from the manufacturer – and even within just 30 minutes if you report massive operational disruptions by telephone. To reduce failures in the future and identify causes and patterns of disruptions, security updates and regular review meetings ensure optimized performance of your network.

- Full service package for secure high-availability network scenarios
- Direct manufacturer support with 10/5 availability and additional 24/7 emergency hotline for projects
- Guaranteed first response time of max. 30 minutes for reporting massive operational disruptions by telephone (priority 1) *
- Service hours from Monday to Friday from 8 a.m. to 6 p.m. (CET) with an first response time of max. four hours for concerns outside of massive operational disruptions (priority 2) *
- Security updates for reliable, secure network operation
- Continuous improvement from quarterly review meetings
- Terms and conditions are agreed individually
- At least one customer employee must be LANCOM specialist certified

* For detailed information on priority levels incl. response times and availability, please refer to the LANcare manual or the product website.

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24/7 emergency hotline incl. prioritization directly from the manufacturer for projects

In an emergency, every minute counts: so call us in the event of massive operational disruptions of the registered device. Our experienced staff will provide you with advice and assistance within just 30 minutes – for 24 hours, 365 days a year – regardless of the Lifecycle Management phase the LANCOM devices are in. The disruption will be resolved as quickly as possible thanks to prioritized handling of your concern, including an automatic callback guarantee, so that your services are immediately ready for operation again.

For an optimal cooperation, we require the participation in the LANCOM Specialist Workshop.

Service times with guaranteed first response times

Do you have hardware problems, configuration or information requests for which you need our support? Our experts will help you during service hours from 8 a.m. to 6 p.m. (CET) on business days (10/5). We handle your support case with a first response time of max. four hours.

High planning reliability with security updates

Plan ahead and benefit from full protection to ensure reliable business operations, especially in long-term projects. This includes free security updates of the respective operating system to ensure that all devices are always running at the highest level of security.

For more information on software maintenance and the product lifecycle of your device, please visit the Lifecycle Management website.

Service in premium quality

LANCOM creates with you an individual LANcare Premium Support 24/7 according to your needs.

Ongoing development included

LANcare Premium Support 24/7 is a service that goes beyond mere troubleshooting. Quarterly review meetings help you to derive trends and optimizations from recent support cases.

Booking after written offer

We are happy to prepare your individual offer for the LANcare Premium Support 24/7. Please contact us by phone: +49 (0) 2405/49 93 6-210 or by e-mail at services@lancom.de.

LANCOM service hours

The LANCOM Service Hotline is available from Monday to Friday from 9 a.m. to 5 p.m. (CET) (except for regional holidays in Wuerselen, Germany).

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Item numbers

LANcare Premium Support 24/7 (1 Month)	10219
LANcare Premium Support 24/7 (1 Year)	10217
