

**DATA SHEET**

# ARUBACARE SUPPORT

ArubaCare safeguards your networking investment by providing a wide range of technical support services that keep your network up and running.

With ArubaCare support, the highest level of technical expertise is always at your disposal anywhere in the world, day or night. Our technical support team is an invaluable addition to existing IT resources and enables your team to focus on more strategic business issues.

**Features**

- Unlimited access to Aruba TAC.
- Multiple levels of support via the web and telephone.
- Priority access to skilled engineers who work directly with the Aruba engineering team.
- Anytime access to all feature and maintenance software releases.

**Benefits**

- ArubaCare ensures easy, predictable budgeting and better productivity.
- Industry-leading mobility experts to augment your in-house resources.
- Eliminate the time and expense of hiring and training additional staff.
- Keep up with the latest enhancements without increasing capital costs.

**ARUBACARE OVERVIEW**

ArubaCare is available in a variety of plans to meet your specific needs – standard ArubaCare, ArubaCare TAC + software and ArubaCare same-day.

These support plans offer a wide range of features, including 24x7x365 access to the Aruba Technical Assistance Center (TAC) for immediate problem-resolution, access to the online Aruba support center for the latest feature and maintenance releases, and next business-day hardware replacement.

ArubaCare support plans are available for all Aruba products, including Mobility Controllers, chassis, line cards, power supplies, supervisor cards, software, wireless mesh routers, indoor and outdoor access points (APs), Aruba Instant APs, and Mobility Access Switches.



All ArubaCare support contracts cover products for a minimum period of one year from the date of shipment, with discounted rates available for multiple-year terms.

**ARUBACARE FEATURES**

**Aruba TAC**

For mission-critical networks, the Aruba TAC is perhaps the most important asset in your support arsenal. Available 24 hours a day, 365 days a year, skilled Aruba TAC engineers are trained to aggressively resolve all hardware and software issues.

Aruba TAC engineers understand technical business challenges and use their comprehensive troubleshooting and network-design expertise to eliminate problems as quickly as possible. ArubaCare subscribers get priority response and unlimited access to TAC engineers.

**Advanced Hardware Replacement**

As an ArubaCare customer, we will ship any replacement part for next business-day delivery if your request was made before 2 p.m.\* After an RMA number is issued, defective equipment and parts can be conveniently returned within 30 days after the replacement part is received.

**Software Releases**

Maintaining compatibility and coordinated software functionality is essential to sustaining peak network performance.

Only ArubaCare gives you complete access to all software releases, including major feature releases and minor updates. Software releases are available to download anytime from the Aruba support center.

## Support Center

The online Aruba support center gives you anytime-access to vital technical information that enables you be proactive and take a preventive approach to network operations.

The Aruba support center includes FAQs, field alerts, release notes, product documentation, best practices documentation, as well as updates and upgrades to software and firmware.

## WARRANTY VS. ARUBACARE SUPPORT

ArubaCare guarantees a significantly higher level of services during a specific period of time compared to Aruba's standard warranty. The table below compares ArubaCare support and Aruba's warranty offerings.

	Standard Software Warranty	Standard Hardware Warranty	Limited Lifetime Warranty	Standard ArubaCare	ArubaCare TAC + Software (Aruba Mobility Access Switches)	ArubaCare Same-Day
24-x-7 TAC Support	-	-	-	✓	✓	✓
Expedited Response	-	-	-	✓	✓	✓
Software Maintenance and Feature Releases	-	-	-	✓	✓	✓
Software Bug Fixes and Patch Releases	90 days	90 days	90 days	✓	✓	✓
Aruba Support Center Access	90 days	90 days	90 days	✓	✓	✓
Next Business-Day Shipment After Parts are Returned to Factory	-	✓	✓	-	-	-
Next Business-Day Advanced Hardware Replacement	-	-	-	✓	-	-
4-Hour Advanced Hardware Replacement	-	-	-	-	-	✓
Duration	90 days	1 year	Lifetime	1 year min. – multiyear discounts apply	1 year min. – multiyear discounts apply	1 year min. – multiyear discounts apply