

Enterprise Network On Premises

Stable networks with little effort thanks to Swisscom's in-depth expertise

Professional maintenance, hardware procurement, efficient troubleshooting and proactive network (LAN) monitoring require specific know-how. You may have a lot of this knowledge within your company already, or you may have decided to do without it due to a lack of resources. If so, you need a reliable partner to look after your hardware logistics and/or network so you can free up your resources for your everyday business activities.

What is Enterprise Network On Premises?

Enterprise Network On Premises includes maintenance and operational services for a company's LAN and UC infrastructure, such as switches, routers, and security and wireless components. The service is available in two different guises:

Supported Network: you have your own ICT know-how but want support with hardware logistics and troubleshooting. We will promptly obtain the replacement parts you need and deliver them ready configured (IOS) to your premises through Onsite-Support. Via remote diagnosis, you will receive troubleshooting reports immediately. Certified staff are available round the clock to answer any questions.

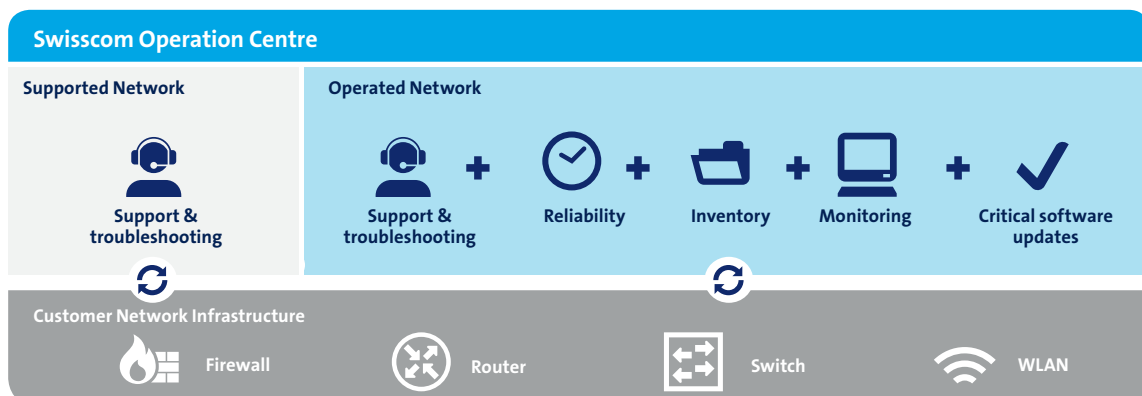
Operated Network: you don't want to have to look after your network, but you want to receive information about it regularly.

We will take responsibility for the operation of your network components. You don't need to worry about reliability or security. Your systems are constantly monitored and a trouble ticket will be automatically generated if anything unusual happens. We will also let you know about critical software updates from the manufacturer and install them on your equipment. Expert service managers will keep you regularly informed about your network quality and advise you about necessary updates.

How you benefit

With Enterprise Network On Premises

- > access the service desk 24/7
- > benefit from remote fault diagnosis
- > enjoy guaranteed response and delivery times for replacement parts
- > your devices are reinsured through your supplier
- > access the in-depth knowledge of partner-certified staff
- > regional equipment stocks and service technicians are available to you
- > benefit from flexible financing opportunities (only with Operated Network)



Facts & Figures

Service modules	Supported Network	Operated Network
Availability		monthly reports
Inventory		reports when needed
Critical software updates	–	●
Back-up device configuration	–	●
Active monitoring	–	●
Network management by Swisscom	–	●
Customer service manager	–	●
Troubleshooting		
24/7 service desk	●	●
Replacement parts	●	●
Equipment exchange	●	●
Remote diagnosis	●	●
Remote support	●	●
Service level		
Availability	–	●
Incident on site intervention time*	2nF, 4nF, end of next business day	2nF, 4nF, end of next business day
Incident spare on site delivery time	Postal maintenance Courier maintenance	–
Hardware exchange		
By Swisscom	●	●
By the customer	○	–
Support		
Mon – Fri 07.00 – 18.00, excl. public holidays	●	●
Mon – Sat 06.00 – 22.00, excl. public holidays	●	●
Mon – Sun 00.00 – 24.00, incl. public holidays	●	●

- Standard
- extra charge applies
- optional
- not available

* nF means after remote diagnosis; i.e. 2 or 4 hours after a maximum of one hour remote diagnosis we are onsite at your location.

Enter the digital future with Swisscom

Visionary companies use the possibilities of digitisation to reinvent the future. With numerous innovations, Swisscom is opening up new areas of business. We see it as our responsibility to help you maximise the benefits of digitisation.

We will provide you with the best network infrastructure, secure data storage, reliable project management, successful implementation and numerous innovative solutions.

Welcome to the country of possibilities.

You can find more information and our expert's contact details at www.swisscom.ch/enop