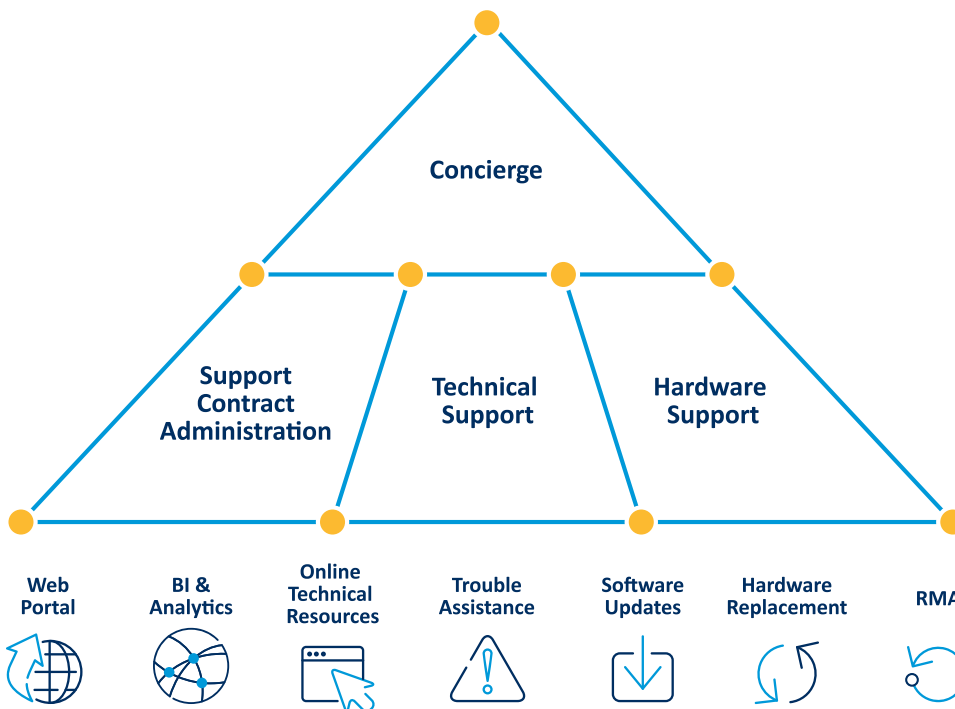


# ValuNet Ultimate Service

Your IT infrastructure is the vital link connecting your business with your customers, internal teams, and suppliers. Keeping that link properly working day in and day out is critical to your business operations. Acuitive ValuNet Ultimate helps businesses to cost effectively stay connected with more network up time and shorter service disruptions. It is a total care approach to your IT infrastructure that simplifies support and management.

ValuNet Ultimate is an enhanced and more affordable version of the Cisco Smart Net service. It is a Cisco approved and certified hybrid solution for all Smart Net variants. ValuNet Ultimate has you covered 24x7 for all Cisco as well as many non-Cisco brand devices globally, with certified service support specialists and parts depots. Much more than a service program, ValuNet Ultimate knows your infrastructure and leverages that information to enhance support workflows.



- Resolve problems faster
- Reduce risk
- Increase operational efficiency

Powered By

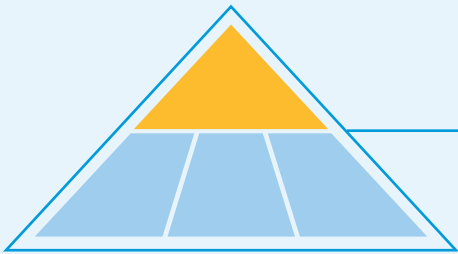


Support Tiers 1-3



Technical Assistance Center

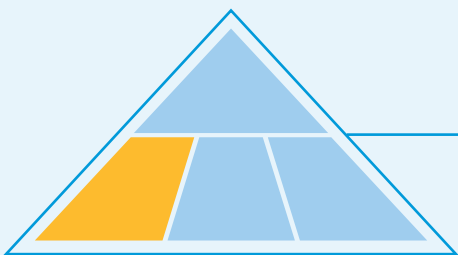
# ValuNet Ultimate Components



## CONCIERGE SERVICE

ValuNet Ultimate service provides 24x7 concierge access for single point of contact for all ValuNet Ultimate services including; service contract administration, hardware support, and technical support including Cisco TAC. Our concierge provides friendly and personalized context driven service with guaranteed services levels.

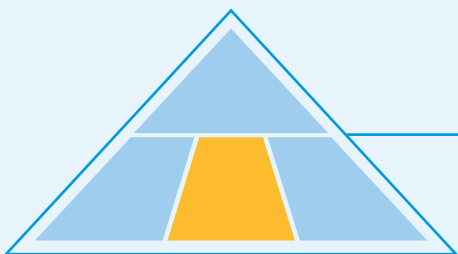
Our certified engineers and technical resources know and understand your network and are able to address support issues quickly. In cases where Cisco Tier 4 support is required, we provide transparent Cisco TAC reach through on your behalf, for a simplified and quick response.



## SERVICE CONTRACT ADMINISTRATION

ValuNet Ultimate simplifies management of your service inventory, inventory status, and service contracts in one place. You can easily and securely access SCA at any time via our web portal. Already have a Cisco Smart Net contract? No problem, we can take over management of any existing Cisco Smart Net contract and help you instantly improve service and lower cost.

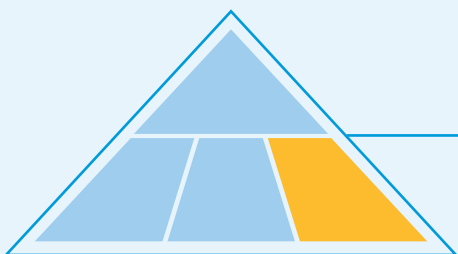
In addition, our ValuNet Ultimate service provides discovery, reconciliation and analysis of managed Cisco devices producing actionable intelligence, relevant recommendations and proactive support capabilities. We re-baseline and review your service inventory on a quarterly basis.



## TECHNICAL SUPPORT

In ValuNet Ultimate, we bundle Acumatic monitoring for proactive notification of equipment status, Acumatic technical support, and Cisco TAC support. Our technical support teams provide assistance with a myriad of issues and requests including, network and circuit problems, inside wiring problems, environmental problems, and IOS software maintenance releases.

We also provide optional services including managed network monitoring, network design, planning and advisory services, and problem remediation services.



## HARDWARE SUPPORT

ValuNet Ultimate provides exceptional hardware support with a variety of on-site and off-site replacement options to suit your needs. On-site options include; next business day, 4-hour same business day, and 2-hour same business day. Off-site options provide expedited drop ship next business day or the same business day.

In our on-site support, our Cisco certified "Red Badge" service support specialist brings the replacement parts on-site and performs the replacement service including RMA of the replaced parts. We source the parts from strategically located Acumatic part depots to minimize your need to buy and stock replacement of production, End-of-Service, or End-of-Life parts. We stock many older and harder to find End-of-Life/End-of-Service parts to extend the service life of your IT infrastructure when necessary. In addition, we provide field service logistics to minimize the hassle associated with coordinating parts and field service resources.

Features Comparison	Cisco Smart Net	Acuative ValuNet Ultimate	Acuative Optional Services
<b>General</b>			
Cisco: Approved and certified hybrid solution for all Smart Net variants	●	●	
Non-Cisco: Covers many non-Cisco brands		●	
<b>Global Service</b>	●	●	
Parts Depot: Stocks many hard to find LDS/EoS parts	Partial	●	
Certified Technicians	●	●	
<b>Support Contract Administration</b>			
Self-Service Portal	●	●	
Secure Contract Administration	●	●	
Pre-existing Smart Net Contracts		●	
Inventory BI & Analytics Service		●	
<b>ValuNet Concierge</b>			
24x7 Service Desk: Global US-based (Ohio / Texas)		●	
Flexible Engagement Channels: Web Portal, Email, Phone, & B2B		●	
Single Point of Contact: Technical Support, RMA, SCA, engineering and on-site support		●	
Personalized Service: Context driven		●	
Guaranteed Service Levels: Response times, management, tracking, notification, communication, escalation		●	
Client Network Expertise: Resources know and understand your network		●	
Technology Expertise & Experience: Resources are qualified and certified engineers able to address most support issues		●	
Seamless collaboration with Cisco TAC			●
<b>Technical Support</b>			
24/7 monitoring and notification of equipment status		●	
Acuative Technical Support Tiers 1-3		●	
Cisco TAC Technical Support Tier 4	●	●	
Direct manufacturer support assistance (non-Cisco)		●	
Trouble assistance with circuit problems	●	●	
Trouble assistance with inside wiring problems	●	●	
Remediation of inside wiring problems			●
Trouble assistance with customer related or environmental problems	●	●	
Remediation of customer related or environmental problems			●
Maintenance release of IOS software upon request	●	●	
Notification of IOS upgrades/security patches		●	
Analysis and recommendations for implementation of IOS upgrades/security patches		●	
Implementation of IOS upgrades/security patches			●
Managed Network Services: Bronze, Silver, Gold			●
Network Design, Planning & Advisory Services			●
<b>Hardware Support</b>			
Acuative Part Depot / Inventory		●	
Next Business Day Expedited Drop Ship		●	
Same Business Day Expedited Drop Ship			●
Next Business Day On Site Replacement		●	
4hr Same Business Day On Site Replacement			●
2hr Same Business Day On Site Replacement			●
Simplified RMAs		●	

## VALUNET ULTIMATE MAKES IT EASY – HERE'S HOW

### No Hassle On-boarding Process

Sign-up for new service or roll any pre-existing Smart Net contract over to a ValuNet Ultimate contract. Once on board, we provide secure and easy to use web portal access to your service inventory, inventory status, and service contracts. On a regular basis, we use discovery tools to compare what is in the live network to what is under contract, to reconcile, analyze and make proactive recommendations.

### Baseline of Your Network Topology

As we begin to provide the ValuNet Ultimate service, we baseline and learn your layer 2 and 3 network topology and design thus saving valuable time when subsequent issues arise.

### ValuNet Ultimate Concierge

During the service, as you have questions or issues with your network, you will contact the ValuNet Ultimate Concierge. The Concierge is your gateway to technical support including Acuitive Tier 1-3 support, Cisco TAC (Tier 4), on-site support, RMA, and Service Contract Administration.

### Technical Support

The concierge will route you to an Acuitive technical support resource who understands your network and will address your question or issue. Our technical teams also provide monitoring for proactive support and notification of equipment status to help resolve issues even faster. If vendor assistance is needed, Acuitive engages the vendor TAC on your behalf.

### Hardware Replacement

In the case of hardware replacement, you will select on or off site replacement and the required service interval. Your parts or parts + technician will arrive within the specified SLA. In the case of on-site replacements, our technician will RMA the replaced parts. In the case of off-site replacements, you will RMA the replaced parts using our No Hassle RMA process.

### Force Multiplied Value

Acuitive provides a full portfolio of managed IT services beyond the ValuNet Ultimate service contract solution presented here. Our portfolio includes; IT Service Desk, Engineering Services, Logistics, Staging, Warehousing, Sparing and Field Services. When used together, our services provide a force multiplier effect that streamlines and enhances service.

