

Support and Maintenance Services

To ensure that ariesoGEO continues to deliver maximum benefit after its installation, it is recommended that customers take out a support and maintenance contract with Viavi Solutions.

This contract ensures that users are provided with support and assistance in their daily use of the solution, updates and maintenance of the software and access to major feature release upgrades. Support and Maintenance Services include:

Support Helpdesk

The helpdesk is run by experienced engineers who are familiar with the use, operation and configuration of ariesoGEO. This is the first port of call for ariesoGEO customers when requesting support for the software. The helpdesk staff provide assistance to resolve issues that can't be handled by the customer's own support staff or where additional information, clarification or investigation is required.

The Helpdesk is easy to contact with options of toll free telephone numbers, a secure online Customer Support Portal or via a dedicated email facility.

Software Maintenance

Software maintenance releases are provided to ariesoGEO customers as part of the standard release process.

We offer specific service level agreements that define response times to particular issues raised through the Helpdesk, with times tailored to the severity of the issue and the impact on business operations.

To ensure minimum disruption, maintenance releases are typically fully tested in the customers' environment before being rolled out across the complete ariesoGEO live system footprint.

Advanced Database Support

To ensure continued performance and system responsiveness, we provide customer Database Administrators with expert support for the interaction between the Oracle database and ariesoGEO. This includes environment migrations, platform upgrades and expansions, operating system upgrades and Oracle upgrades.

Optional Advanced Professional Services

Viavi recognises that every customer's needs are different, and has developed additional Advanced Professional Services, which supplement and support the services included in the Annual Support and Maintenance package, and the operator's own IT support resources. These include:

End User Support

End User Support is offered to those engineers who have completed the ariesoGEO User Training. It is intended to provide direct advice and support to RF engineers with general usability and functionality queries from a knowledgeable Arieso engineer – often invaluable when engineers are working towards tight deadlines and objectives.

Hardware Sizing Service

The ariesoGEO solution is extremely scalable, but to achieve optimum performance it is necessary to ensure the hardware is correctly dimensioned. As part of this Advanced Service, Arieso can assist with dimensioning and architecting the system in line with traffic growth.

System Support

The System Support service proactively updates the system configuration to ensure it remains fully functional in a dynamic and evolving environment, for example, as new RNCs are added.

Basic Oracle Database Support & Maintenance

To keep ariesoGEO operational and functioning at its optimum performance levels, there are a series of routine database administration activities that need to take place. This service removes the burden from customer IT staff by undertaking these activities, including: the management of Roll Off Parameters; Table Space Growth; One-off and scheduled backups; and system restorations.

	Help Desk Hours	Critical Case SLA	Advanced Oracle Support	Maintenance Release	Call Trace Interface	Major Releases	Quarterly Review
Maintenance Only	8/5	12hr	✓	✓	✓	✗	✗
Reduced	8/5	8hr	✓	✓	✓	✓	✓
Standard 12/5	12/5	4hr	✓	✓	✓	✓	✓
Standard 24/7	24/7	4hr	✓	✓	✓	✓	✓



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