



solution brief



Services and Support Options that Connect Business Networks to More Uptime

Services



Advantages of D-Link Professional Services & Support Options

Continuity

Keep your customers supported and workers productive with technical support and extended service options designed to minimize network downtime and disruption.

Value

Lower total cost of ownership by selecting a vendor that doesn't charge for annual maintenance and offers free online support and firmware upgrades, and warranties that extend beyond the standard five year refresh cycle.*

Flexibility

Online, on the phone or in-person - D-Link Service and Support, Professional Services and nationwide network of certified resellers provide you with the right support, right when – and where you need it.

Pre-planning

Organize your network project around success with D-Link network assessments, surveys and audits that help ensure you are maximizing your budget while meeting your business goals.

D-Link offers Professional Services and product support options that help ensure small and mid-size businesses get the best fit solution for their unique environment. And in the event that warranty service or repair is needed, D-Link warranties and extended services packages are designed to reduce downtime throughout the life of the product.

With one of the industry's best selection of pre-sales offerings including site assessments, surveys and on-site configuration and training, plus highly competitive warranties with no annual maintenance contracts, D-Link is easy to do business with and provides a superior value.

D-Link Professional Services – Your Extended Team of Experts

D-Link Professional Services is focused on what we can do for our customers to make sure your network infrastructure refresh, upgrade, add-on or overhaul goes right from the start. As the network becomes more and more critical to running your business, it becomes that much more important to ensure you

have the right hardware to meet today's and tomorrow's demands. From assessments to full-scale implementation plans, D-Link Professional Services network experts have years of experience optimizing D-Link equipment and multi-vendor environments. D-Link Professional Services can extend your team for the duration of a project and provide on-site training and configuration advice so that once they leave, your own staff can handle adds and configuration changes on their own.

On Site and At Your Side

D-Link Professional Services will come on site to your facility before, during and after your project to ensure immediate and long term success and productivity.

Professional Services Options	Purpose and Benefits
Network Assessment	Provides the basis for making executive and technical decisions about the network; especially at pivotal growth stages.
Network Installation	Networking equipment in multi or single vendor environments.
Network Security Audit	Defines potential vulnerabilities in policy and implementation to reduce risk of downtime due to viruses or malware.
Wireless Site Survey, Planning, Design and Implementation	Documents RF characteristics as well as implements, plans, installs and configures wireless equipment.
SAN Storage Implementation	Reduces complexities of virtual environments and trains staff on configuration and management.
IP Surveillance Site Survey, Design and Implementation	Complete discovery, design, configuration and training services to ensure a more physically safe and secure environment.
Remote Consulting Service for Configuration and Installation	Technical telephone assistance for installation and configuration support.

D-Link[®]

25 YEARS
of technology & innovation

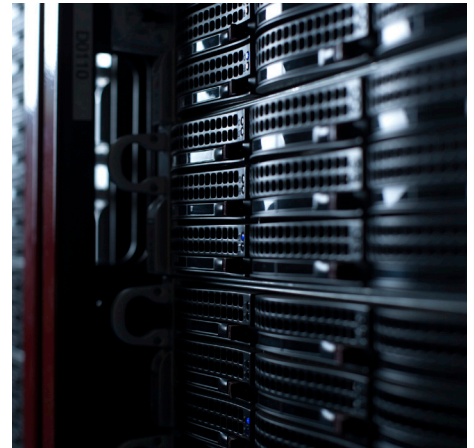
About D-Link

With over 25 years of building networks for businesses worldwide, D-Link's innovative technologies empower their organizations to connect to more productivity, more security, and more opportunity. D-Link's award winning portfolio of products and services include IP Surveillance, switching, wireless, broadband, storage, and cloud-based network management. All designed for high performance, superior value and ease of use.

Engagement begins with an on-site interview that may include IT staff and business managers to document business and user requirements. The team can then conduct in-depth inventory, map topologies and measure performance and functionality. In the case of wireless or IP Surveillance projects a more detailed site survey may also be conducted to create a recommended plan and complete Bill of Materials for budgeting purposes. Beyond scoping and defining the job, our professional certified installers can handle any size installation, from a single switch on up to complex network designs and deployment, including product specification, racking, connection, configuration and verification of functionality.

Training for Self Sufficiency

The last thing a small enterprise or school district needs is to call a specialized technician for minor changes, adds or moves on their network. Which is why D-Link Professional Services offer knowledgeable remote or on-site training. Whether you've just added an IP Surveillance network, moved to virtualization with integrated storage area networks (SAN) or centralized management of a wireless network, D-Link certified installation and configuration experts will work alongside your own team to educate them on the basics of configuration, management and administration of the new



hardware. Remote assistance is also available and is designed to provide a flexible training and configuration option for smaller IT organizations and departments that are time constrained.

Warranties, Service and Support

D-Link builds network solutions that meet businesses' need for higher performance, flexibility and reliability that lower the risk of downtime. Limited lifetime warranties on D-Link's xStack flagship business-class network switches reflect D-Link's commitment to connect our customers to greater value and maximum uptime. D-Link offers a true lifetime hardware warranty that is transferable with product ownership and covers power supplies and fans. A three-year standard warranty covers most of D-Link's xStack Storage iSCSI SAN Arrays with optional five year extended warranty options for a total of up to eight full years of coverage. Additional extended options include warranty extensions and priority phone and delivery support making D-Link business class networking solutions among the best supported network products on the market today.

Call or visit the web address below for more information on the complete line of business products:

www.dlink.com | www.dlink.ca | 888.331.8686 | Email: getmore@dlink.com