Mellanox Managed Services – on site or remote

- Value Added Services & Support provides you with unparalleled knowledge and guidance, empowering you to get the best results from Mellanox products.
- In a world of complex technological solutions, system integrators, and distributors, the challenge lies in maximizing your ROI from the solutions you acquire. Many of our products act as cornerstones integrated into larger solutions, and this is where our services and support can make all the difference to your business.
- We aim to help you envision and fulfill the rich possibilities of Mellanox products with the most in-depth expertise and knowledge base available, directly from the experts at Mellanox.

Our Managed Services offering provides:
- Dedicated high-level service manager (optional)
- Quick escalation to tier 2 and tier 3 support
- Case summaries
- Management of software update installations
- Real-time health monitoring and diagnostics
- Proactive maintenance
- Activity overviews and reports
- Customized upgrade processes
- Multi-site management (by request)
- Additional customized services, development services, and more

Mellanox Education training &certification

The most efficient way for any business to ensure maximum ROI from elaborate technological solutions is through education, training, and certification. Education and training services empower customers and partners to acquire the necessary skills to proficiently meet the technology and business challenges of your organization.

Our customers and partners will receive high-quality methodologies and hands-on oriented training, using proven instructional techniques in a friendly and cooperative environment. You will gain in-depth understanding in both the theoretical and technical aspects of Mellanox products and related technologies.

Mellanox education, training and certification services include:
- Global end user and partner training
- Training at all levels: engineers, technicians, sales representatives, and decision-makers
- Worldwide Instructor led training (on-site and open enrollment)
- 24/7 Online training & interactive e-learning
- 100% flexibility- location, content and delivery method
- Hands-on workshops
- Top-level remote and local labs to support learners during training and beyond
- Variety of certification plans for individuals, customers and partners Variety of payment methods: PO, credit card and others

Mellanox Care – proactive monitoring package &NOC

Package Overview
- Mellanox Care services provides the required around the clock monitoring, diagnostics and expert troubleshooting services to keep your fabric up and at peak
- performance at all times. Mellanox’s expert staff will help you optimize the fabric and maximize your ROI, monitoring, quickly informing, and helping you to resolve any technical or performance issue.
- Our NOC offers around-the-clock monitoring, advanced proactive tools, and expert troubleshooting analysis.
- Mellanox’s advantage is its intimate knowledge of InfiniBand and Ethernet fabrics and the challenges of performance-oriented applications.
- Mellanox uses its proprietary tools and expertise to identify and address complex performance issues and bottleneck scenarios, above and beyond maintaining the health of the fabric.
- The Mellanox Care diagnostic support tools accelerate data center innovation with smart technology choices that deliver greater value, faster.

Package Highlights
- Around the clock monitoring
- Real-time notifications to Web, email, and phone
- Web portal and periodic reports
- Run on any customer hardware

Mellanox- Proactive maintenance &system health check

When it comes to fundamental technologies like InfiniBand and Ethernet, the best way to avoid unnecessary costs is by taking preventative measures. By averting faults and issues in the core technology, your solution will work at full capacity and efficiency, thwarting any potential threats for downtime.

Our expert team will inspect your system thoroughly, using diagnostic tools and methodologies, and will give you a detailed health check report of what needs to be investigated or fixed. This can be handled quarterly, or twice a year, as your requirements.

Our proactive maintenance and system health check include:
- System inspection
- Fabric maintenance
- Switch maintenance
- Reporting

Software / Firmware Updates
- Committed response: 4 Hours
- Access to On-Line Support: No

Product Coverage
- Hardware Repair Only
- Email only
- Email only

RMA Warranty Policy
- Advanced replacement
- Advanced replacement
- Advanced replacement

CUSTOMER SUPPORT MAINTENANCE BREAK&FIX PACKAGES

Customer Support Maintenance Break & Fix Packages

Hardware Coverage Options
- 21 business days factory return/repair
- NBD Advanced replacement shipped within 24H

Advanced Replacement
- Keeping a full array of redundant hardware devices on hand at all network locations may not always be the most efficient or effective way of managing cost.
- Advance Replacement allows you the flexibility to choose the most efficient means of managing replacement-part needs according the network availability demands.

MELANOX POST SALE SUPPORT SCOPE

A strong focus on serving and satisfying the contracted after-sale customer to provide enhancement and maintenance support resources during the operational lifetime of a Mellanox solution.

- Different kinds of customer:
- End users contracted customers (SLA time resolve driven )
- OEM & partner service (Level 3 support Escalation)
- Based on OEM agreement
- Uncontracted – non contracted
- Strong service and expertise culture

Skills - Knowledge - Passion - Attitude

- Staffed with Sr. level System/Support Engineers
- Equipped to handle any issue
- Direct access and relation with AE&R&D resources
- Executive management attention
- Globally deployed & mature CRM (Salesforce.com)
- Improve Customer’s ROI
- Faster time to production