



## GLOBAL SUPPORT

Global support infrastructure and service programs designed to extend product lifespan and maximize uptime

Countless hours are spent developing unique solutions to solve critical business and consumer issues, crafting deployment plans, and preparing solutions to win in the market. But it's easy to overlook the importance of a comprehensive support and maintenance program. Without a properly executed program, you will fail to quickly and effectively resolve customer support issues. Ultimately eroding the brand you have worked so hard to create.

Customers have a variety of options with UNICOM Engineering's global support programs to extend product lifespan and maximize uptime. These programs are designed to help ensure high availability, rapid response, effective troubleshooting, fast parts replacement and 24-hour support. When bundled together as a comprehensive program they remove the risk and burden of supporting deployed solutions, providing a key competitive advantage. Review the programs available, discuss your needs with our team and let us design a suitable, cost-effective program.



Design Engineering



System Integration



Logistics & Compliance



Global Support



Business Analytics



## Global Support Programs

Three base global support programs have been developed to meet customer requirements covering everything from depot level repair to advance replacement of parts or a complete solution. Additional options can be added to extend your coverage, provide on-site resources and minimize delays associated with parts availability.

	Inclusive Global Support Programs		
	Warranty Support	Advance Server Replacement	Advance Parts Replacement
Depot level repair	✓		
8 x 8 standard telephone support	✓	✓	✓
24 x 7 x 365 emergency telephone support		✓	✓
Web portal and e-mail access	✓	✓	✓
Priority queuing		✓	✓
Troubleshooting done by user with UNICOM Engineering telephone support	✓	✓	✓
Extended warranty (Beyond 2 years)	Available	✓	✓
Advance replacement		✓	✓
Forward stocking, on-site service*		Available	Available
Keep your hard drive service*		Available	Available
The following on-site response services are available as and add-on to either Advance Server Replacement or Advance Parts Replacement programs	Optional On-Site Response Services		
	Next Business Day	Anytime On-Site	Anytime with Advanced Troubleshooting
8 x 5 NBD on-site technician	✓		
24 x 7 x 365 on-site technician		✓	✓
On-site troubleshooting			✓

\*Additional Program Option Add-Ons

**Available global support programs and options**  
 Our three core programs are represented in green with add-on optional On-Site response Services in blue.

### Basic Warranty

UNICOM Engineering guarantees that every system we manufacture functions properly — 100% free from workmanship defect under our Basic Warranty Support terms for two (2) years after receipt of product. Extended (optional) warranties are available to lengthen warranty periods. Consumable items like filters, tapes and batteries are not covered.

Components shipped separately and not integrated into systems are under UNICOM Engineering warranty for 30 days.

Basic Warranty Support provides direct access to UNICOM Engineering’s technical staff via phone, web or email. Phone-based technical support is available between 8:00 AM and 8:00 PM EST Monday through Friday (excluding UNICOM Engineering recognized holidays). Our on-staff experts are always ready to answer questions and resolve problems. If after troubleshooting in warranty product, any damaged or inoperable equipment is identified, simply return it on an RMA and we will gladly repair or replace the equipment and expedite its return to service. For equipment deemed out-of warranty, repair and return service is handled on a time and materials (T&M) basis.



## Advance Server/Parts Replacement

### *Advance Server Replacement*

UNICOM Engineering offers Advance Server Replacement (ASR) designed specifically for fast system substitution. With ASR, pre-configured systems can be stocked at our locations and made ready to ship in the event of field unit malfunction. Field Replaceable Units (FRUs) are provided for user serviceable components such as hot-swap power supplies and hard drives. Forward stocking is also available as an ASR option and provides local city and gateway country locations to stage items within a country for dispatch minimizing customs delays.

### *Advance Parts Replacement*

Many customers prefer our optional Advance Parts Replacement (APR) program, which extends the warranty on parts for a minimum of one (1) year to a maximum of three (3) years. Once a failed part has been diagnosed and identified, a replacement part is shipped via priority freight Monday through Friday (excluding holidays). UNICOM Engineering assumes all freight charges for replacement parts. This program is ideal for solutions with third-party components such as network accelerator boards saving critical time as well as simplifying the tracking and processing of replacement components.



## On-Site Response

UNICOM Engineering offers three levels of on-site response that can be coupled with a support program. Each of the options below adds an on-site technician to complete the repair process when hardware replacement is required. All on-site response technicians are backed by UNICOM Engineering's in-house support staff to troubleshoot and resolve issues. Forward stocking of replacement parts is available in conjunction with any of these programs to enable expedited arrival of parts for on-site technicians.

### *Advance Server/Parts Replacement with On-Site Technician*

When technical issues require professional on-site assistance, Advance Server/Parts Replacement with On-Site Technician delivers experienced technicians to your door during local business hours (between 8:00 AM and 5:00 PM). This service is chosen by those that want to guarantee problem-free installation or equipment replacement.

### *Anytime On-Site*

When 24x7x365 availability is mission critical, our Anytime On-Site program gives you full-time service and support — weeknights, weekends and holidays included. This complete program includes all the components of APR/ASR with On-Site Technician and dispatches a hardware technician to your location (any time of day) in as few as four hours after the replacement parts are delivered onsite.

### *Anytime On-Site with Advanced Troubleshooting*

For the most all-inclusive, hands-on support, service and troubleshooting program available, many UNICOM Engineering customers choose our Anytime On-Site with Advanced Troubleshooting program. This program offers the ultimate insurance against long-term downtime and guarantees that a technician is dispatched (within four hours of the support request) to your facility where they can quickly diagnose and solve equipment problems. If necessary, our technicians will order and install replacement parts and/or systems that arrive by priority freight. If your application warrants fail-safe operation, regular and timely maintenance, or you need top-line support services, Anytime On-Site with Advanced Troubleshooting is the program of choice.



### *Keep Your Hard Drive Service*

UNICOM Engineering works with companies in a variety of industries that secure data and their desire to protect it is imperative. With this in mind, we've developed the Non-Return of Drive (NRD) service to alleviate the requirement of returning failed storage media. The NRD program allows the end user to retain the failed drives and to avoid any financial or paperwork issues related to returning the drive to UNICOM Engineering.



*Hard drives installed and running in an appliance server system*

## Why do leading technology companies trust UNICOM Engineering to deploy their solutions?

We have found that the following attributes are the things that create a sense of confidence in the minds of our customers as they partner with us to become an extension of their business.

- Comprehensive technology partner network including OEM affiliations with Dell, Intel, HPE, Supermicro and Lenovo
- Flexible engagement model with a proven ability to accelerate design, test, production and delivery
- Substantial engineering staff with deep technical expertise in purpose-built appliances, server platforms, and enterprise storage
- Multiple, global manufacturing sites designed to produce identical results regardless of location(s) utilized
- Quality and control systems throughout production process to ensure predictable, repeatable builds
- Full Lifecycle Management from initial development and product enhancements through end of life transition management
- Commitment to quality leadership backed by ISO 9001, TL 9000, and ISO 14001 certifications
- Business analytics tools to provide real-time visibility, optimize performance and decrease risk
- Extended warranties and worry-free repair, refurbishment and replacement services
- Always on, direct technical support services (phone, web, onsite)



### ABOUT UNICOM ENGINEERING

UNICOM Engineering is a leading provider of server-based application platforms and lifecycle support services for software developers and OEMs worldwide. Through its expertise and comprehensive suite of solution design, system integration, global logistics, trade compliance, support and business analytics services, UNICOM Engineering is redefining application deployment solutions to provide customers with a sustainable competitive advantage. More than a decade of appliance innovation and strong technology partnerships make UNICOM Engineering one of the most trusted deployment partners in the industry. Founded in 1997, UNICOM Engineering has facilities in Canton, Massachusetts; Plano, Texas; and Galway, Ireland. For more information, visit [www.unicomengineering.com](http://www.unicomengineering.com).



#### Contact Us

UNICOM Engineering's broad range of appliance platforms or deployment services, please contact us by telephone +1 (800) 977-1010 or by email at [info@unicomengineering.com](mailto:info@unicomengineering.com).