



## Maintenance services

### Cost-effective and smooth operations

Effective network maintenance is essential, but it can be overwhelming and time-consuming beyond your willingness to invest. It requires access to expert help, repair or replacement services, spare parts, experienced personnel to install them, and periodic software updates. Why not let us take care of it for you, while you focus on your business?

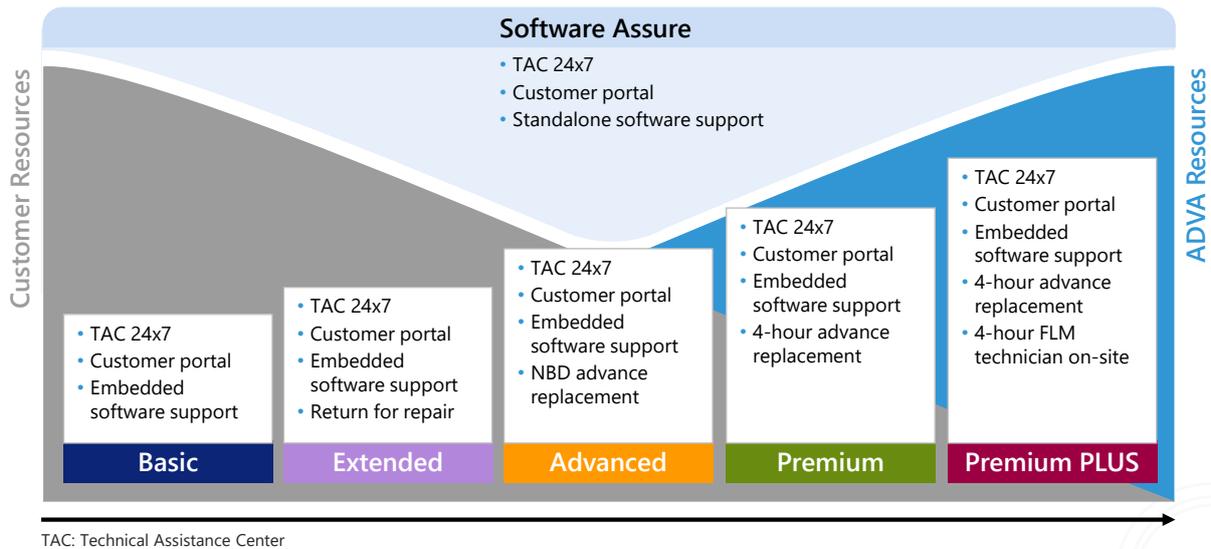
Do you have limited budget or a lack of in-house expertise? Does your network span regions where sourcing spare parts is a financial and logistical challenge? Do you want time to concentrate on your core competencies and stop wasting time, effort, and money? We have solutions at hand to ensure your network runs smoothly, so your business can too.



### Your complete solution

- ✓ **Technical assistance center (TAC)**  
The foundation for success, providing TAC break/fix support for all your network elements comprising the ADVA solution – 24 hours a day, seven days a week, 365 days a year.
- ✓ **Software**  
Stay current with bug fixes and software releases so your network remains current.
- ✓ **Hardware repair service**  
If you do own spares, a time-definite repair makes managing your assets predictable.
- ✓ **Advance replacement service**  
Options for managed spares include next business day or delivery within 4 hours.
- ✓ **First line maintenance**  
Rely on an experienced technician to deliver the spare part, install and commission, as well as returning the replaced items to ADVA.
- ✓ **Customer portal**  
Providing web portal access to create and track technical cases, RMAs and advanced replacement requests, as well as access to documentation and software available for download.

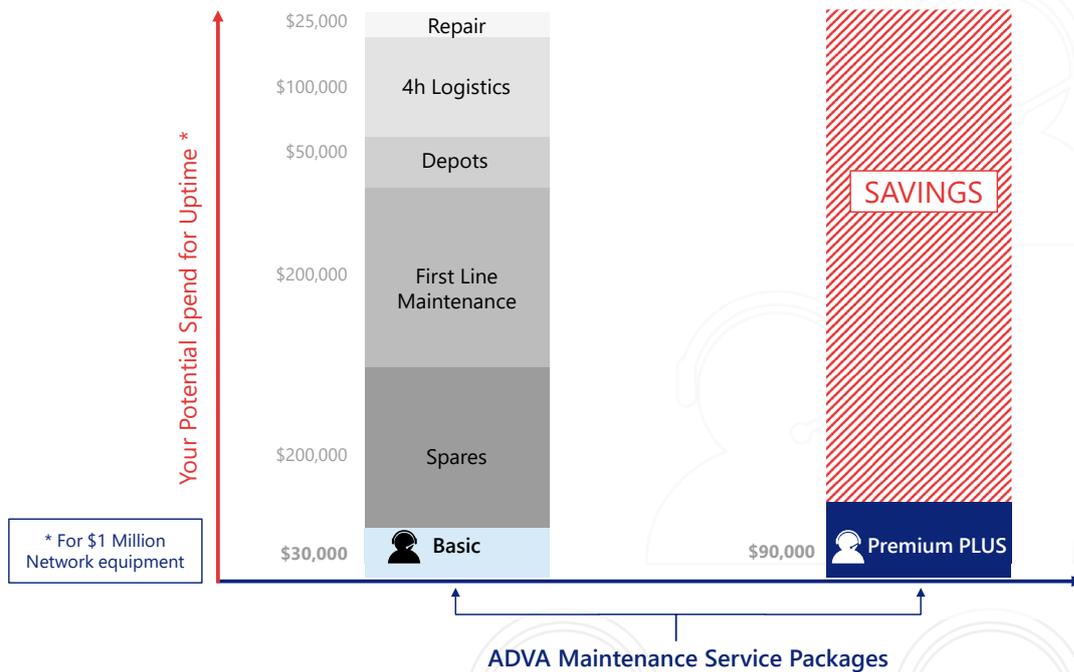
## What you get



## Case study: ADVA premium maintenance saves you money

### Customer

- Private enterprise with networks on five continents, multiple regions per continent



### Why it makes sense

- You don't have to think about which spares to buy – we offer everything at unlimited quantities
- You don't have to worry about spares obsolescence
- You benefit from our network of depots, logistics providers, and field technicians instead of piecing together your own solution
- Never think about repairs again



For more information please contact your ADVA Account Representative, ADVA Partner or visit us at [www.adva.com](http://www.adva.com)  
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