RUCKUS TOPDOG™ CUSTOMIZABLE SERVICE

Elite Service Subscription

SERVICE OVERVIEW

Introducing the RUCKUS TopDog service solution—a **highly customizable support solution** designed to meet the unique needs of large **enterprise, Fortune 500** companies, and **federal government** agencies. This solution provides tailored service-level agreements (SLAs) and leverages Technical Excellence Centers both in the United States and globally to ensure unparalleled support. Whether through co-location of network engineers or dedicated support services, RUCKUS delivers a highly customized approach to meet the most demanding client requirements, ensuring technical excellence and operational efficiency.

One of the standout features of the RUCKUS TopDog service solution is the availability of **resident technical resources.** These onsite technical experts provide immediate support and ensure smooth network operations. Additionally, the solution offers network design and validation services, which include comprehensive services to design, validate, and optimize your network infrastructure.

For clients looking to maximize network performance and efficiency, **RUCKUS AI customization** is invaluable. This service assists with configuring RUCKUS AI tools and tailoring AI solutions to meet specific network requirements and challenges.

Regular assessments and reviews are also part of the package, with quarterly network health check and service reviews ensuring your network remains in optimal condition.

Network release management is another critical feature, managing updates and upgrades to keep your network running on the latest and most secure versions. Network audits provide detailed examinations to identify and address potential issues within your network, while the advanced subject-matter expert chat offers direct access to highly knowledgeable technical experts for quick and effective problem resolution.

Finally, the RUCKUS TopDog service solution includes **training and coaching**, providing hands-on training sessions and coaching to empower your team with the skills and knowledge they need. These add-on services allow you to tailor the support solution to your specific needs, ensuring you receive the highest level of support and customization to achieve your company goals and eliminate risk.

Customizable support features and deliverables

The RUCKUS TopDog service solution is meticulously **designed** to help our clients **avoid risks** and **meet** their demanding **objectives and goals.** With stringent SLAs and essential operational needs, any network failure can have significant repercussions, potentially leading to substantial financial losses, operational disruptions, and reputational damage. That is why our customers choose the TopDog solution to mitigate network risks.

RUCKUS resident technical and network support staff

Empowering your network with onsite expertise

At RUCKUS, we understand that maintaining a robust and efficient network is crucial for your business operations. That's why we offer our resident technical and network support staff service, designed to provide you with dedicated, onsite experts who can seamlessly integrate into your team and address your unique networking needs. By choosing RUCKUS resident technical and network support staff, you're investing in a partnership that prioritizes your network's performance and reliability. Let us help you achieve seamless connectivity and peace of mind with our expert onsite support.

Benefits and deliverables

Expertise at your fingertips: Our resident support staff are highly trained professionals with extensive experience in managing and optimizing RUCKUS networks. They bring a wealth of knowledge and skills directly to your location, ensuring your network is always in capable hands.

Proactive network management: With our onsite experts, you can expect proactive monitoring and maintenance of your network. This means potential issues are identified and resolved before they can impact your operations—minimizing downtime and enhancing productivity.

Tailored solutions: Our resident staff work closely with your team to understand your specific requirements and challenges. This allows them to provide customized solutions that align with your business goals and IT strategy.

Rapid issue resolution: Having dedicated support onsite means faster response times and quicker resolution of network issues. This reduces the time spent on troubleshooting and allows your team to focus on core business activities.

Onsite presence: A dedicated RUCKUS technical or network support professional stationed at your location, ready to assist with any network-related tasks.

Network assessment and optimization: Regular evaluations of your network's performance and recommendations for improvements to ensure optimal efficiency.

Troubleshooting and support: Immediate assistance with network issues, including diagnostics, repairs, and configuration adjustments.

Training and knowledge transfer: Ongoing training sessions for your in-house IT staff to enhance their understanding and management of RUCKUS network solutions.

Documentation and reporting: Comprehensive documentation of network configurations, changes, and incident reports to keep you informed and prepared for audits or reviews.

RUCKUS network design and validation services

Crafting reliable networks with precision and expertise

Our comprehensive network design and validation services ensure your network infrastructure is robust, efficient, and tailored to your specific needs. Our expert team provides end-to-end solutions, from initial design to ongoing optimization—guaranteeing a seamless and reliable network experience. You can be confident that your network is designed and maintained to the highest standards.

Benefits and deliverables

Comprehensive design services: We provide full design services, including an onsite survey to assess your environment and requirements. This ensures that every aspect of your network is meticulously planned and tailored to your unique needs.

Simulator design and drawings: Our team creates detailed simulator designs and drawings, offering a clear blueprint of your network architecture. This helps in visualizing the network layout and identifying potential improvements before implementation.

Post-install validation and optimization: After installation, we conduct a thorough validation survey and optimization process to fine-tune your network. This ensures that your network operates at peak efficiency from day one.

Reduced human error: Our thorough validation process ensures accurate configurations, minimizing the risk of errors.

Efficient resource use: Save time and money by avoiding the need for multiple implementations.

Optimized network performance: Achieve a high-performing network designed to support your business goals.

Scalability and flexibility: Be prepared for future growth with a network that adapts to your evolving needs.

Enhanced end-user satisfaction: Post-installation optimization ensures your network delivers the best possible performance, improving the end-user experience from day one.

Validation reports: Detailed assessments confirming network performance and reliability.

Implementation guides: Step-by-step documentation for seamless network deployment.

Training and support: Access to expert guidance and resources to empower your team.

RUCKUS AI customization service

Maximize the power of RUCKUS Analytics™ with expert remote assistance

RUCKUS AI customization service is designed to help you seamlessly integrate and optimize RUCKUS Analytics within your unique network environment. This remote deployment assistance service is ideal for IT and operations teams new to RUCKUS Analytics, enabling you to harness the full potential of this powerful tool to enhance everyday operations and boost business efficiency.

Benefits and deliverables

Tailored configuration: Our experts assist in configuring RUCKUS Analytics to suit your specific network requirements, ensuring that the tool is set up to deliver the most relevant insights and performance metrics.

Customized monitoring and reporting: We help develop methods and practices for monitoring and reporting that are unique to your network environment. This customization ensures that you get actionable data tailored to your operational needs.

Enhanced operational efficiency: By leveraging RUCKUS Analytics, your IT and operations teams can streamline their workflows, quickly identify and resolve issues, and make data-driven decisions that enhance overall business efficiency.

Expert guidance for various stakeholders: Our RUCKUS AI customization service offers expert guidance and support tailored to meet the needs of various stakeholders within your company. This service helps you solve problems quickly and economically, ensuring that executives, IT teams, analysts, and end users can all maximize the benefits of RUCKUS Analytics without the steep learning curve. Additionally, our remote support eliminates the need for onsite visits, saving time and reducing costs for everyone involved.

Customer network reports: Our service includes the development and maintenance of various reports to meet all stakeholder needs, including performance metric reports, incident reports, usage reports, compliance reports, network downtime reports, capacity planning reports and customized stakeholders reports. We will continue to revise and maintain these reports throughout the subscription service, as requested, to meet the needs of our customers and their businesses.

RUCKUS network release management service

Streamline your network updates with expert release management

The RUCKUS network release management service ensures your network infrastructure is always up to date, secure, and optimized for performance. Our expert team handles the entire release process—from planning and testing to deployment and post-release support—allowing you to concentrate on your core business activities.

Benefits and deliverables:

Seamless updates: Our service guarantees smooth, efficient implementation of all network updates, from minor patches to major upgrades, minimizing disruption to your operations.

Enhanced security: We maintain your network's security by promptly applying the latest security patches and updates, safeguarding it against new threats.

Optimized performance: Regular updates to your network software and firmware ensure optimal performance and reliability, reducing issues and enhancing overall efficiency.

Expert management: Our experienced professionals thoroughly test and validate updates before deployment, minimizing the risk of issues and ensuring a smooth transition.

Reduced downtime: Our proactive release management approach keeps your network operational during updates, maintaining business continuity and productivity.

Outdated codes or releases: Regular reports will identify any outdated codes or releases, ensuring you are always aware of what needs updating.

Documents of changes: Detailed documentation of all changes made during each update will be provided, offering transparency and traceability.

Schedules: A comprehensive schedule outlining when release changes will be made, ensuring you can plan accordingly and minimize disruption.

End user notifications: Where applicable, notifications will be sent to end users, keeping everyone informed about upcoming changes and what to expect.

RUCKUS network performance and optimization services

Ensuring peak network performance and reliability

Introducing RUCKUS network performance and optimization services, a comprehensive solution designed to keep your network running at its best. Our expert team conducts thorough audits, health checks, and code reviews, identifies risks, and implements corrective actions to ensure your network remains secure, efficient, and up to date.

Benefits and deliverables

Comprehensive (onsite or remote) network audits: We perform detailed audits of your network infrastructure to identify strengths, weaknesses, and areas for improvement. This ensures your network is optimized for performance and reliability.

Regular health checks: Our service includes routine network health checks to monitor performance, detect potential issues early, and maintain optimal operation. This proactive approach helps prevent downtime and enhances network stability.

Code reviews: We review your network configurations and code to ensure they meet best practices and industry standards. This helps in identifying and rectifying any vulnerabilities or inefficiencies.

Install base management: We keep track of hardware and software nearing end of life or end of support, providing recommendations for upgrades or replacements to maintain network integrity and support.

Risk identification and mitigation: Our experts highlight potential risks within your network and provide actionable insights to mitigate them. This ensures your network remains secure and resilient against threats.

Implementation of corrective actions: Beyond identifying issues, we take the necessary steps to implement corrective actions, ensuring your network is always performing at its best.

RUCKUS TopDog training service

Empower your team with expert and personalized training

RUCKUS TopDog training is a comprehensive service designed to enhance your team's proficiency with RUCKUS products and tools. Our service offers intensive training sessions at your location, as well as remote sessions, and on-demand eLearning courses ensuring your

team receives the knowledge and skills they need to maximize the potential of your network. With RUCKUS TopDog Training, your team will gain the expertise and confidence needed to effectively manage and optimize your RUCKUS network. Let us help you empower your team with the skills they need to succeed.

Benefits and deliverables

Onsite training: Our experts come to your location to provide hands-on, intensive training sessions. This ensures your team can learn in their actual work environment, making the training more relevant and practical.

Remote sessions: For ongoing support and eLearning, we offer remote sessions. These sessions provide your team with the flexibility to get help and guidance as needed, without the need for scheduling full training days.

Customized training materials: We provide training materials tailored to your specific network environment and needs. This customization ensures that the content is directly applicable to your team's daily tasks and challenges.

Flexible scheduling and locations: Customers can choose the frequency and location of the training sessions, whether onsite, remote, or eLearning. This flexibility ensures that your team can receive training at times and places that are most convenient for them.

Interactive modules: Engage with dynamic, interactive modules that cover a wide range of topics, from basic network setup to advanced troubleshooting.

Certification preparation: Prepare for RUCKUS certification exams with targeted training that covers all exam objectives.

Enhanced skills: Improve your technical skills and stay up to date with the latest RUCKUS technologies.

Career advancement: Boost your career prospects with recognized certifications and practical knowledge.

Immediate application: Apply what you learn directly to your work environment, improving network performance and reliability.

Cost effective: Save on travel and accommodation costs with online training that fits your schedule.

About RUCKUS Networks

RUCKUS Networks builds and delivers purpose-driven networks that perform in the demanding environments of the industries we serve. Together with our network of trusted go-to-market partners, we empower our customers to deliver exceptional experiences to the guests, students, residents, citizens and employees who count on them.

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