

## On-Site Hardware Support Programs

### High-touch support for your hardware, maximum uptime for your software

MBX offers comprehensive on-site support programs that minimize end user downtime by expediting hardware repair on warranted systems for malfunctions due to material or workmanship defects.

The value of a smooth-running, streamlined on-site program can dramatically improve customer satisfaction with your software. And for you, it can increase competitiveness and profitability.

### Simplify on-site support administration and improve your responsiveness

- **Multiple service level options** to match your support model and warranty period
- **Easy to implement** with your MBX account team managing program administration upon system invoice date
- **Lessen the support burden** by outsourcing to an experienced troubleshooting team
- **Grow your global sales channels** with confidence, with on-site available in 170+ countries and worldwide stocking depots in the Americas, EU and EMEA

### Multiple Service Level Options, with Tiered Costs Based on Type of Appliance

#### Gold On-Site Support

- 24x7 Helpdesk -- Phone support 24 hours a day, 7 days a week, 365 days a year
- 4 hour on-site -- Once diagnosis is complete and parts are on-site, technician will be deployed within 4 hours
- Parts are on-site as a Spares Kit, a required purchase with this option

#### Silver On-Site Support

- 24x7 Helpdesk -- Phone support 24 hours a day, 7 days a week, 365 days a year
- Next business day on-site -- Once diagnosis is complete and parts are on-site, technician will be deployed NBD, between 8:00 am and 5:00 pm site local time
- Parts are supplied through your standard MBX hardware warranty

#### Bronze On-Site Support

- 8x5 Helpdesk -- Phone support Monday - Friday, 8:00 am and 8:00 pm EST
- Next business day on-site -- Once diagnosis is complete and parts are on-site, technician will be deployed NBD, between 8:00 am and 5:00 pm site local time
- Parts are supplied through your standard MBX hardware warranty

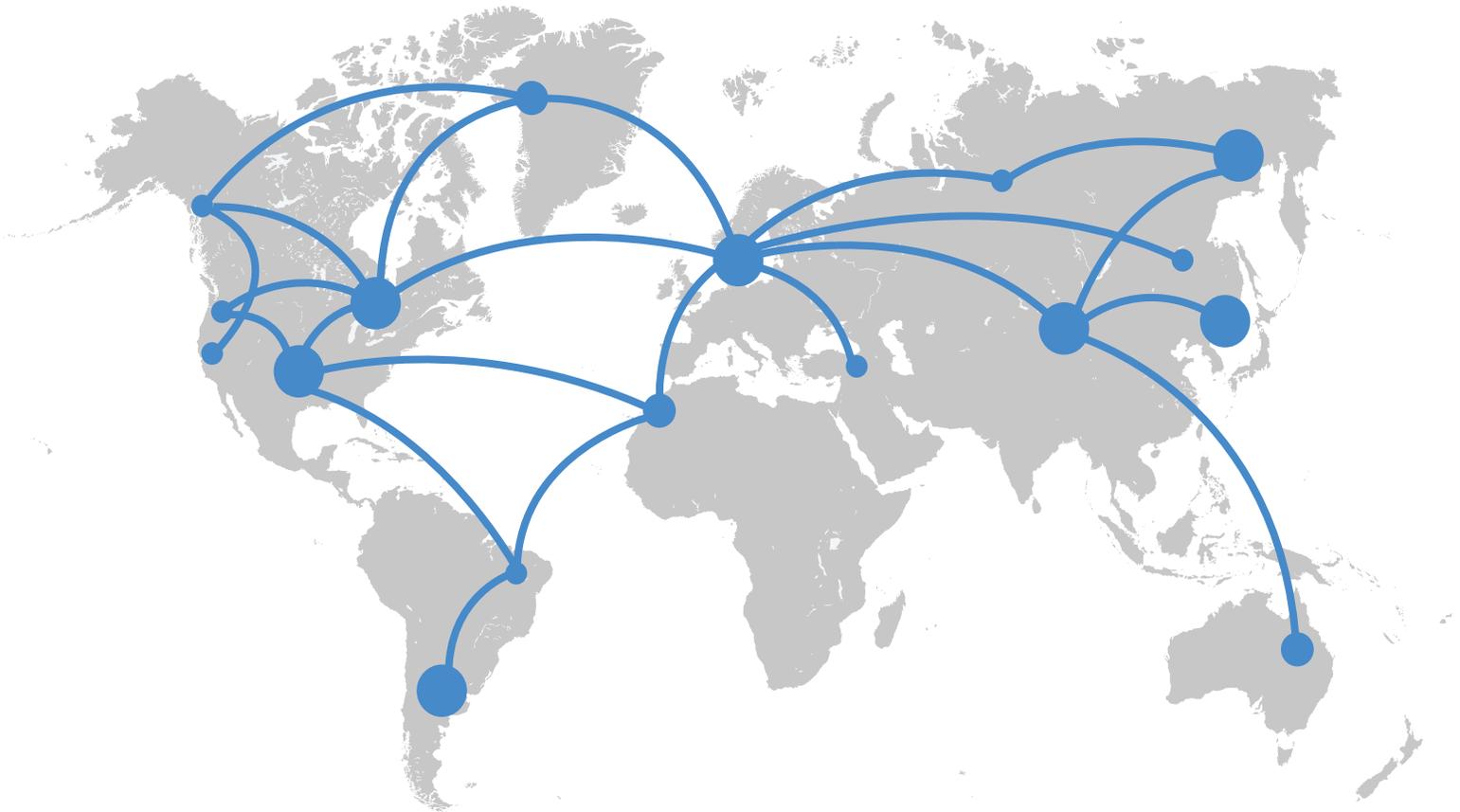
## Streamlined to reduce the burden on your support staff

Your MBX account team administers the program and our support services engineers manage warranty incidences, maintaining contact with your support team for seamless program management.

Also consider the advantages of global forward stocking and advance replacement to further streamline on-site support. Maintaining an RMA stocking pool for advance replacement in our US and EU facilities allows cross-shipment of replacement servers or components. Returns are fully refurbished and re-imaged to the latest generation of your software, then designated to replenish RMA stock.

## Global reach to support your sales channel with dedicated worldwide support providers

With access to experienced field support teams in 170+ countries and global forward stocking in the Americas, EU and EMEA, you can continue to grow your sales channels with the confidence that you can meet your customers' SLAs and maximize their uptime.



Please contact your **MBX account manager** to discuss on-site warranty options and pricing, and also learn about **MBX Premium Support** for mission-critical applications.



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