The hidden value of customer support

Your network infrastructure—multiple solutions seamlessly working together to deliver the performance and capabilities you need. Easier said than done.

You face a gauntlet of challenges.

Increasing network complexity makes it difficult to stay current on everything.

Accelerating transformation means more frequent disruptions, greater uncertainty.

Shortage of skilled personnel forces network managers to look outside to manage change.

Threats to network reliability a product of the above challenges, have never been greater

Innovative solutions alone aren't enough

Infrastructure components are merely building blocks. They can enable an agile, future-ready network, but alone they are not enough.

Transforming individual solutions into a seamless infrastructure requires the insights, resources and commitment of an expert who knows your solutions better than anyone and is willing to back up their commitment with action. That level of customer support is the difference between a partner and a vendor, and it's more important now than ever.

New challenges require a new level of support

Network complexity, accelerating changes and a shortage of skilled personnel are redefining the requirements of customer support. To adequately address the needs of today's network managers, partners must provide, at minimum:

- Multi-channel, around-the-clock incident support
- Proactive education, resources and training
- Design and estimating tools and assistance
- Guarantees beyond product protection
- Support across the network life cycle
- Global delivery of products and services

SYSTIMAX Assurance™

The next level of customer support

The SYSTIMAX® Assurance program is a bold, new customer care initiative that delivers 360 degrees of support and performance, from inception to operation.

It is the product of ongoing dialogue with our customers and is empowered by a global team of thoroughly trained SYSTIMAX technical experts and the CommScope Technical Assistance Center.

In scope and resources, the SYSTIMAX Assurance program is unlike anything in the industry, yet the goal is so simple: **Provide complete peace of mind.**

Dependability at its core

SYSTIMAX Assurance is built on the pillars of our legacy SYSTIMAX customer support program:

- **25-YEAR** **25-YEAR EXTENDED PRODUCT WARRANTY**
- **25-YEAR** **25-YEAR APPLICATIONS ASSURANCE**
- **24/7 ONLINE TECHNICAL ASSISTANCE**
- **ONLINE PRODUCT PERFORMANCE TESTING CERTIFICATES (WEBTRAK®)**

Additional new services

With input from our customers, we added support services to keep you better informed, your people better trained, and your network better prepared for what's next.

- Training for technical staff
- Monthly newsletters and webinars
- Assistance with designs and BOMs
- Innovative self-service engineering tools
- Management and design software trials
- Onsite installation walkthroughs
- Onsite support
- and more...

Guaranteed support: Inception to operation

DESIGN
Understand my needs
- On site / remote technical requirements review

SELECT
Help me choose
- Design tools & recommendations
- Solutions & product suggestions
- 24/7 Online Technical Assistance Center

EXECUTE
Support the execution
- RFP documentation assistance
- Rack elevations drawings
- FiberGuide layout schematics and BOM
- BOM competitive cross reference

WARRANTY
Protect your system
- Digital warranty certificate
- 25-Year Applications Assurance
- 25-Year Extended Product Warranty
- On site installation walkthrough
- Online product performance factory testing certificates

SUPPORT
Learn more and manage the system
- 24/7 Online Technical Assistance Center
- Local Sales & Technical support
- Free access to CommScope Infrastructure Academy

EVOLVE
Show me what's next
- "Stay in the know" monthly newsletters & webinars
- Complimentary 90 days imVision System Manager Software trial

A security blanket without parallel

The SYSTIMAX Assurance program combines all these services, programs and warranties into a single blanket of support—one that covers you from inception to operation and beyond. To our knowledge, SYSTIMAX Assurance is the most comprehensive and robust customer support program in the industry.

Why go to such extraordinary lengths?

Because, alone, the most innovative solutions aren't enough to keep up. You need the information, resources and support to help you get the most out of every solution and opportunity. That means being there for you. Period.

Part of the SYSTIMAX 2.0 family of solutions

The SYSTIMAX Assurance program reflects the vision and promise of SYSTIMAX 2.0. Built on four decades of standards-defining performance, SYSTIMAX 2.0 features an expanded portfolio of future-ready solutions and a bold new commitment to customer support. Limitless potential powered by endless innovation.

Contact your SYSTIMAX representative to find out more

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Visit our website or contact your local CommScope representative for more information.