



SOLUTION BRIEF

Ixia's Global Test Solutions Support

Change happens fast in business, and even faster in technology. For close to two decades, world-leading network equipment manufacturers, service providers and enterprises have trusted Ixia's Global Support team to help meet the challenges of fast-paced R&D and pre-deployment testing— high-quality product delivery, predictable go-to-market schedules, and staying a step ahead of the market as technologies evolve.

WHY IXIA?

Ixia offers the industry's most comprehensive suite of network and security evaluation test solutions. A principal member in IEEE forums with nearly 400 US patents, our innovation leadership lets us consistently be first-to-market with pivotal nascent technologies, groundbreaking hardware, and innovative software features that give customers a powerful business advantage.

This combination of industry-leading products, thought-leadership, and world-class global support equips you with the tools needed to confidently bring new designs to market. From product inception through market launches and service delivery, Ixia's Global Test Solutions Support engineers are there to assist with testing when and where you need us.

WORLD-CLASS SUPPORT FOR WORLD-CLASS PERFORMANCE

Consistently earning customer satisfaction ratings above 95%, Ixia Global Test Solution Support assure you the highest caliber of post-sales support. Along with deep product knowledge, our worldwide team of support engineers

Industry-best products backed by industry-best expertise

Ixia's global Support team partners with you to:

- Keep schedules on track
- Implement according to industry specifications
- Develop best practices
- Maximize efficiency
- Reduce operating costs
- Maximize ROI



possess sought-after industry certifications and come from a diverse background of engineering disciplines; product development, QA, product marketing, and technical sales.

With major support centers in North America, Europe and Asia, we're there when you need us with the know-how needed to maximize productivity while minimizing disruptions and avoiding downtime. Ixia's Technical Support experts will even debug on-site, at our costs, if we determine it required.

The Ixia Support team provides:

- **Fast, expert help** featuring rapid response and problem resolution
- **Unrivaled “how to” expertise** that optimizes ramp-up, configuration, automation, debugging, and ongoing changes
- **Full-service hardware repair** and rapid interchange of field-replaceable modules
- **Immediate access to the latest software releases** including new features, enhancements, and patches
- **Fast, easy online access** to Ixia's extensive library of support materials, product documentation, release notes, test methodologies, and license management
- **Hands-on assistance and local field support** provided by regional Technical Assistance Centers (TACs) and local engineering teams



Ixia Global Support Programs		
Maintenance Agreement Features	Basic	Essential
Support services included with new product purchase	First 12 months after product ship	Upgrade available for purchase
Response time	Best effort	2 business hours
Live technical support	Business hours support	Business hours support
Advanced hardware replacement (1-2 business days to ship)	1st 90-days after new product ship	✓
Phone, email, WebEx, customer portal access	✓	✓
New feature SW upgrades, Service Pack enhancements, bug fix patches and emergency hot fixes	✓	✓
Customer Satisfaction Health Checks	✓	✓

ONGOING COVERAGE HIGHLIGHTS

Test Solution Support	<ul style="list-style-type: none"> • Critical care escalation process • Customer-focused R&D escalation for faster response • Backed by field-based system / support engineers • Root cause and corrective action for product failures • Close coordination with Renewals team to make sure you're never without coverage • Accessible via phone, e-mail, online
Software	<ul style="list-style-type: none"> • Software upgrades available for download, including patches and service packs • Product upgrades maximize investments with new features and usability enhancements
Hardware Repair / Replacement	<ul style="list-style-type: none"> • 1-2 business days to ship advanced RMA • 7-10 business days to repair and return equipment • Field replaceable units (FRUs) • Regional inventory expedites shipment avoiding custom delays
Extensive Online Resources	<ul style="list-style-type: none"> • Ixia Resource Library of test plans, sample test files, white papers, black books and other online documentation • Submit service requests • Download upgrades • Technical knowledgebase • Request license keys

ABOUT IXIA

Ixia delivers a powerful combination of innovative solutions and trusted insight to support network and security infrastructures from concept to operation. Whether you are preparing a product for launch, deploying a service or application, or managing performance in operation, we offer an extensive array of solutions in testing, visibility, and security—all in one place. Our solutions are used worldwide to validate network functions, test the integrity of security infrastructures, and deliver an end-to-end view of the network. The result: stronger applications, better performance, increased security resilience, happier customers, and maximum ROI.

Business Hours:

Americas: 9.00am - 9.00pm PST
 EMEA: 9.30am - 5.30pm GMT
 APAC: 8.00am - 5.00pm SGT

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