

**Software Updates**

Access to latest system director features and patches

**Access to Meru TAC**

24 x 7 access to expert technical assistance and remote diagnostics service

**Access to Meru support Portal**

Extensive knowledge base, product documentation self-ticketing, call tracking and contract management

**Pre 10.00 AM Next Day Service**

UK despatch of service spares to arrive on site next business day pre 10.00a.m.

# Siracom Assure-PLUS

## Enhanced Meru Maintenance

Assure PLUS is a maintenance service from Siracom, designed to complement Meru ASSURE by offering an enhanced service level for advanced replacement. This combination provides immediate access to the best global technical resources, combined with a Meru-skilled local logistics partner, and local spares.

## When it's mission critical it runs on Meru wireless.

### ASSURE and AssurePLUS

Meru Assure is a comprehensive manufacturer support package offering 24x7 access to the Meru technical assistance centre, access to Meru support portal, access to software updates and patches, and advance replacement of failed devices.

It ensures that a spare is shipped from Meru's European hub within one day of Meru TAC authorising a replacement. The spare usually arrives within two days of shipment. i.e Call placed on day one, spare shipped day two, arrives day three or four. The end user is responsible for the return shipment of the faulty unit to Meru. Siracom's Assure PLUS service ties in to the Meru systems and processes. Service calls are still logged with Meru however once

Meru TAC authorises a replacement this is shipped from Siracom UK maintenance stores direct to customer site. Where authorisation is given before 16.00 the replacement will be shipped same day. Shipments are via a pre 10.00 a.m service. The end user is responsible for the return shipment of the faulty unit to Siracom in the UK.

Meru ASSURE with Siracom Assure PLUS enables UK resellers to build on Meru's global leadership in the delivery of 802.11n wireless networks and provide high performance wireless solutions into mission critical environments.



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