

WINcare

RADWIN SERVICE LEVEL AGREEMENT (SLA) OVERVIEW



WINcare - RADWIN'S GLOBAL SERVICES PROGRAM

WINcare Global Services Program offers a modular array of SLA packages to best address the needs of RADWIN customers.

WINcare SLA packages are designed to ensure network availability and optimize network performance.

The service program includes 4 SLA packages: Basic Plus, Extended, Advanced and Premium.

WINcare provides “*follow the sun*” services across 3 regional support centers, covering APAC, Americas and EMEA as well as central 24 X 7 Call-Center services.

Using this approach RADWIN guarantees that each case receives immediate attention.

WINcare is the best way for carriers to receive technical support in real time

WINcare HIGHLIGHTS

1. **Availability** - Technical support and a professional helpdesk always available via phone, Email and Web
2. **S.O.S Replacement** of faulty units within a 48 hour period
3. **Case Management** - Obtain full access to RADWIN's CMS (Case Management System) to open and track cases
4. **Become a V.I.P Customer** - WINcare awards priority handling 24 X 7
5. **Access** to RADWIN's Knowledge Base and Updates published documentation, troubleshooting guidance and software updates
6. WINcare ensures **Network Availability** and optimizes network performance
7. **Planner Tool** - Receive technical support for the RADWIN's Planner Tool to design & analyze RF network with integrated analysis tools.
8. **True Peace of Mind** - With WINcare, RADWIN will monitor the network stability

WINcare

Service Packages

#	Service Package	Hardware Warranty	Software Warranty	8x5 Helpdesk	24x7 Helpdesk	Planner Tool	Advanced RMA
1	WINcare Basic Plus	●	●	●			
2	WINcare Extended	●	●		●		
3	WINcare Advanced	●	●		●	●	
4	WINcare Premium	●	●		●	●	●

SERVICE FEATURES

Hardware Warranty Hardware repair or replacement in compliance with RADWIN's Standard RMA Policy.

Software Warranty - Software maintenance and update versions.

Hardware & Software Warranty Include basic helpdesk support - answers to general inquiries and basic product operation verification.

Helpdesk 8x5 or 24X7

Technical Support Service via phone, Email and Web - CMS (Case Management System).

8x5 - Sunday-Thursday 9:00 AM to 6:00 PM local time, excluding public holidays at the regional support center office.

24x7 - Human response available during non-business hours

RADWIN PLANNER TOOL

RADWIN Professional Services provide the necessary support to best utilize the RF Planning tool (R-Planner), a professional web based platform that facilitates the design & analysis of RF networks. R-Planner offers integrated analysis tools, a built-in report generator and complete product database access.

ADVANCED RMA

Advanced RMA ensures that once an RMA approval is issued, a replacement will be shipped within 48 hours.

ORDERING INFORMATION

P/Ns	Product Name
RW-8510-1000	WINcare Basic Plus
RW-8510-2000	WINcare Extended
RW-8510-3000	WINcare Advanced
RW-8510-4000	WINcare Premium

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