

# ADTRAN ProServices

## Bluesocket vWLAN



To ensure comprehensive, reliable and secure Bluesocket® virtual Wireless LAN (vWLAN) performance, ADTRAN's ProServices<sup>SM</sup> aid in the planning, installation and on-going support of a customer's wireless network. These services are priced and structured in such a way to meet a company's unique business needs.

ADTRAN® ProServices offer three core services for Bluesocket vWLAN®: site surveys, installation services, and maintenance.

### Site Surveys

ADTRAN offers pre-installation site surveys to help customers deploy a high performance, secure, and reliable wireless network with optimum coverage.

- **Comprehensive Pre-installation Remote Site Survey:** This predictive site survey uses a blueprint or layout diagram of the customer's building, offices or campus, to recommend an optimum layout for the wireless LAN and develop a complete equipment list.

### ProStart

Complementing the site survey, ADTRAN's ProStart<sup>SM</sup> helps customers cost-effectively and quickly deploy a high performance, reliable wireless network. Whether it's a single site install or a complex multi-site, multi-location installation, ProStart will assist a customer with project management, configuration, installation, testing, and third-party vendor coordination, if required. Network installation can be either remote or on-site.

- **Remote Install:** With a remote install, ADTRAN will provide overall project management, gather data on the customer's LAN and WAN environment and configuration needs. ProStart will pre-configure the solution (optional), and remotely assist the customer in installing and testing the equipment. Remote installs are ideal for customers or partners who are familiar with vWLAN and prefer to self-install the solution backed by the expertise of ADTRAN.
- **On-site Install:** In addition to the services listed above, ProStart will send an engineer on-site who

*"The engineers and technical support have been responsive and helpful. The support we have gotten has been terrific."*

Dr. Paul Cohen  
Technical Operations Manager  
Beverly High School  
(vWLAN Customer)

will unpack, mount and configure the APs, connect the APs to vWLAN server, and assist in conducting on-site testing of the solution. On-site installs are for customers or partners who prefer ADTRAN manage the install as a turn-key project.

### ProCare

Customers have the flexibility to design the appropriate level of support that fits their business needs. ADTRAN's ProCare<sup>SM</sup> includes guaranteed rapid phone response provided by fully trained, certified and ready-to-assist technical experts. Depending on the level of service chosen, ProCare also provides 7x24 or 5x8 support coverage, next-business day product replacement, and access to the latest software releases.

- **Premium:** With the Premium service package, customers get the benefit of 7x24 rapid response phone support from certified technical experts and software updates for covered products.
- **Standard:** With the Standard service package, customers benefit from rapid response phone support (5x8, normal business hours) from certified technical experts and software updates for covered products.
- **Next Business Day (NBD) Replacement:** To ensure customers are not impacted by critical hardware failure, ProCare also offers NBD replacement as an optional add-on to the service package.

## Why ProServices?

### Excellence in Bluesocket vWLAN Installation and Support

- Delivers unprecedented value, ensuring your vWLAN solution is deployed on time and with excellence.

### Comprehensive and Flexible Services

- From site surveys to installation to post-installation maintenance and support, ProServices offers a comprehensive set of services that can be customized to meet your specific business need.

### Smooth, Efficient Deployment

- ProStart engineers can pre-stage and pre-configure the Access Points for functionality and solution testing prior to installation.

### Installation Warranty

- Installations come with a 30-day warranty. During the warranty period, ProStart will make remote configuration adjustments to fine-tune the network parameters.

### Peace of Mind

- Post installation, you can rely on ProCare to deliver continued support for your vWLAN solution with our comprehensive set of maintenance services.

### For More Information

- Contact ADTRAN's applications engineering department at [applications.engineer@adtran.com](mailto:applications.engineer@adtran.com) or 888-874-2237



**ADTRAN, Inc.**  
 Attn: Enterprise Networks  
 901 Explorer Boulevard  
 Huntsville, AL 35806  
 P.O. Box 14000  
 Huntsville, AL 35814-4000

256 963-8000  
 256 963-8699 fax

**General Information**  
 800 9ADTRAN  
 info@adtran.com  
 www.adtran.com

**Bluesocket Business Group**  
 866-633-3358  
 vWLAN@adtran.com  
 www.adtran.com/bluesocket

**Pre-Sales Technical Support**  
 888 423-8726  
 application.engineer@adtran.com  
 www.adtran.com/presales

**Post-Sales Technical Support**  
 888 423-8726  
 support@adtran.com  
 www.adtran.com/support

**Where to Buy**  
 888 423-8726  
 channel.sales@adtran.com  
 www.adtran.com/where2buy

**ProServices  
 Installation & Maintenance**  
 888 874-2237  
 aces@adtran.com  
 www.adtran.com/support

**Global Inquiries**  
 256 963-8000  
 256 963-6300 fax  
 international@adtran.com

**For more information  
 or to request a quote,  
 contact applications.  
 engineer@adtran.com  
 or 888-423-8726**

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# ADTRAN ProServices

## Bluesocket vWLAN

### ProServices—vWLAN Site Survey

Feature/Functionality	Remote
<b>Data Gathering</b>	
Blueprint/floor diagram analysis	●
Campus layout analysis	●
<b>Analysis</b>	
Data analysis	●
<b>Deliverables</b>	
Number of Access Points (estimate)	●
Network configuration (high level)	●
Coverage attributes	●
Coverage heatmap	●

### ProStart—vWLAN

Feature/Functionality	Remote	On-Site
<b>Project Management</b>		
Data gathering on LAN/WAN	●	●
Pre-configure the system	Optional	Optional
<b>Installation</b>		
Technical assistance	●	●
Unpack, mount and configure APs		●
Connect APs to the vWLAN Server		●
<b>Testing</b>		
Technical assistance	●	●
Testing assistance	●	●
Third-party vendor(s) coordination	Optional	Optional

### ProCare—vWLAN Server Software and Bluesocket Access Points

Feature/Functionality	Standard	Premium
Term options	1-, 3-, 5-year	1-, 3-, 5-year
5x8 phone support	●	●
7x24x365 phone support		●
Email support	●	●
Software updates	●	●
High availability support (vWLAN server only)	Optional	Optional
Next business day hardware replacement (AP only)	Add-on	Add-on

### ProCare—Intel-Based vWLAN Appliance

Feature/Functionality	Standard	Premium
Term options	1-, 3-, 5-year	1-, 3-, 5-year
5x8 phone support	●	●
7x24x365 phone support		●
Email support	●	●
Software updates	●	●
High availability support (vWLAN server only)	Optional	Optional
Next business day hardware replacement (AP only)	Add-on	Add-on