

# ADTRAN ProCare

## Help Desk for Wireless



### The Challenge

As enterprises, educational institutions, hotels and retail businesses continue to expand Wi-Fi® coverage, they are faced with a new set of challenges—specifically in the area of end-user support. These include:

- **Customer Experience:** Wi-Fi is seen as part of the overall customer experience across many industries. There is a need for a Wi-Fi help desk to address connectivity issues and ensure a great customer experience.
- **Business Risk:** Wi-Fi is now a critical part of business operations. The need for 24x7 help desk support to ensure any Wi-Fi connectivity issues are quickly resolved, lowering risk to business operations, is increasing.
- **Limited IT Resources:** As Wi-Fi coverage and the number of users grow across the enterprise, IT is often challenged to offer help desk support. Responding to transactional issues, such as password resets and general Wi-Fi connectivity questions places additional burdens on IT.

### ProCare Help Desk

ADTRAN® ProCare<sup>SM</sup> Help Desk, a 24x7 service for Bluesocket® virtual Wireless LAN (vWLAN) and ProCloud<sup>SM</sup> Wi-Fi customers, provides a quick and efficient response for wireless-user connectivity issues. ProCare Help Desk is the industry's only manufacturer-provided help desk service and is a part of ADTRAN's award winning ProServices<sup>SM</sup> portfolio.

**ProCare Help Desk for Wireless services include:**

#### Resolving Wireless User Connectivity Problems

- Assist users/guests to configure the mobile device to connect to vWLAN® or ProCloud Wi-Fi.
- Provide password resets as needed.
- Provide guidance to wireless users on configuration/ software changes to resolve connectivity issues.
- Answer other Wi-Fi connectivity questions or concerns.

#### Problem Escalation

- Investigate Wi-Fi connectivity issues to determine root cause.
- Escalate issues related to ADTRAN equipment or service to ADTRAN Technical Support.
- Escalate issued related to non-ADTRAN equipment or service to customer's designated technical point of contact to perform further troubleshooting.

#### Communicate Status

- Provide status updates to wireless users or guests.
- Interface with the wireless user/guest until connectivity issue is resolved.



### Why ProCare Help Desk?

Customers across hospitality, education, retail, and SMB segments benefit from:

#### First Response Resolution

- Quickly and efficiently resolve user connectivity concerns and improve the customer experience.

#### Single Point of Contact

- Provide consistent support and a single point of contact for wireless needs.

#### Support Multiple Locations

- Leverage ADTRAN resources to expand help desk support across the enterprise.

#### Peace of Mind

- Offload IT burdens to focus on business-critical initiatives.

#### Overlay Service

- ProCare Help Desk may be on overlay service to ProCare Maintenance or ProCloud Services.



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# ADTRAN ProCare

## Help Desk for Wireless

### Ordering Information

ProCare Help Desk requires the customer have an existing vWLAN ProCare or ProCloud Wi-Fi Agreement.

#### Description

##### ProCare Help Desk

- Help desk support for end-user customers and guests for wireless connectivity issues.
- Priced per Access Point (BSAP 1800, 1840, 1920, 1925, 1930, 1935, 1940) for non-hospitality.
- Priced per room for hospitality.
- All APs in network must be covered by help desk services.
- Must be purchased in conjunction with vWLAN ProCare or ProCloud Wi-Fi.

Non-hospitality	Part Number
ProCare Help Desk: 1 Year (per AP)	1100AMWIF1HD1T1
ProCare Help Desk: 3 Years (per AP)	1100AMWIF1HD1T3
ProCare Help Desk: 5 Years (per AP)	1100AMWIF1HD1T5
Hospitality	Part Number
ProCare Help Desk (HOS): 1 Year	1100AMWIF1HD2T1
ProCare Help Desk (HOS): 3 Years	1100AMWIF1HD2T3
ProCare Help Desk (HOS): 5 Years	1100AMWIF1HD2T5

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