

Crossbeam® On Site Managed Spares Program



Crossbeam Premium Direct support products offers multiple services for network infrastructure demands. These services include an On- Site Spares Option to manage immediate repair needs for Crossbeam modules.

Crossbeam On Site Managed Spares Option:

A key factor in maintaining your network security performance and reliability is having the right spare parts available when and where they're needed, and with minimal delay.

Managing your own dedicated spare parts inventory may not suit your particular business case. You may have numerous Crossbeam platforms in diverse locations, each with differing requirements for spares. You may simply choose not to invest time and resources in establishing procedures to manage and distribute spare parts, as well as hire and train technical staff for the on-site replacement of faulty hardware components. You lack the capital budget needed to buy and maintain the spares.

With Crossbeam's managed On-Site Spares Service Option, we take the guess work out of spare inventory ownership and management. We will supply and manage a complete spare part inventory based on your Crossbeam X-Series installation. These spares will be stored at your premise for immediate replacement of a Crossbeam diagnosed failure. No longer do you have to wait for a part to ship from a remote depot; with Crossbeam's Managed On site Spares, the part is ready, when it is needed.

BENEFITS

- ▶ No additional capital expense budget needed – the spares are managed within your Crossbeam Premium Direct support agreement as an operating expense.
- ▶ No inventory management tools needed – we manage it for you.
- ▶ On site inventory is immediately replenished with the advance shipment feature.
- ▶ Technical support from Crossbeam offers rapid response to technical support with no geographical boundaries.

About Crossbeam Systems

Crossbeam transforms the way enterprises, service providers and government agencies architect and deliver security services. Its Next Generation Security Platform facilitates the consolidation, virtualization and simplification of security services delivery, while preserving the choice of best-of-breed security applications. Customers choose the Next Generation Firewall and Secure Web Gateway to intelligently manage risk, accelerate and maintain compliance, and protect their businesses from evolving threats.

The process of repair is easy: simply contact Crossbeam if and when a hardware problem arises. Crossbeam's expert technical support staff will diagnosis the problem and provide guidance for the correct X-Series part that needs replacing. You simply extract the spare device from the spare inventor and swap it with the defective unit. The onsite sparing option is advanced shipment- once we diagnose the part is defective, the new spare is immediately shipped, no waiting for factory repair or receipt of defective units.

Investing with Crossbeam, Today and Tomorrow

Initiating your support relationship along with the installation of your Crossbeam security platforms is vital to ensure network stability and performance. Crossbeam equipment consolidates multiple security services and network functions, and provides a number of choices and deployment options.

Since Crossbeam Next Generation Security platforms are designed for long term deployment, you need Crossbeam Technical support products and services to help you fully capitalize on your newest company investment. With unparalleled technical support, broad experience and deep expertise with network infrastructure and Crossbeam network security solutions; Crossbeam Technical Support allows networking and security teams to focus on strategic activities and revenue opportunities and not on managing network equipment outages.

About Crossbeam Client Services

Crossbeam Client Services organization provides network security service expertise through a comprehensive portfolio of products – from consulting and training to implementation and technical support. Crossbeam Client Services delivers Technical Support to protect your Crossbeam Next Generation Security investment, Professional Services to accelerate Crossbeam solution deployments and Education Services to improve staff productivity and self sufficiency with Crossbeam network platforms.



Corporate Headquarters

Crossbeam Systems, Inc.
80 Central Street
Boxborough, MA 01719
Tel: +1 (978) 318 7500
Fax: +1 (978) 287 4210
www.crossbeam.com

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