

Time & Expense Services

RUCKUS Professional Services

BENEFITS

Short Term Advisor

Provides customers or partners the opportunity to utilize a RUCKUS subject matter expert as a short-term advisor, which is often just what is needed to move the project to the end line.

Flexibility

- Requirements and schedules are dynamic
- Full scope is unclear at the time of engagement
- Scope or solution may change mid-stream
- Adheres to Agile methodology
- May be delivered onsite or remotely

Accountability

- You only pay for the time you need
- Full transparency during billing

MAXIMIZING INVESTMENTS

To help optimize technology investments, RUCKUS and its partners offer complete solutions that include education, support, and services. For more information, contact a RUCKUS sales partner or visit <http://www.commscope.com>

For more information about RUCKUS Professional Services, contact your Account Manager, Systems Engineer, or email: RuckusProServTeam@commscope.com

RUCKUS PRO SERVICES TIME & EXPENSE SERVICE

The RUCKUS T&E Service is defined as a short-term customer engagement where assistance/guidance is needed, and there is no defined scope of work with obligated deliverables. It is limited to consulting time, and may include elements of the following.

- Best Practice consulting for Wi-Fi APs, controllers, and analysis/performance applications
- Best Practice consulting for ICX/LAN switches, routers, and associated technologies
- RF Survey guidance or review
- Wired L1-L3 and Wi-Fi implementation guidance
- Integration/Migration guidance
- Special/custom implementation assistance
- Device or application upgrades
- Onsite Technical Support (TAC) troubleshooting and assistance

Service Logistics

- The RUCKUS T&E Service is sold in full 1-day increments (up to 8 hours)
- Remote engagements are sold in complete business days but may be used in 4-hour increments
- Onsite engagements are sold in complete business days and may only be used in full 1-day increments

Limitations & Constraints

- The RUCKUS T&E Service is intended to provide short-term expertise/consulting. Engagements requiring Professional Services to provide a specific set of deliverables or an outcome based on KPIs, must be scoped and quoted separately. The T&E service is not appropriate for these types of projects and deliverables.
- If multiple T&E 1-day instances are purchased, it is assumed that these days will be used contiguously. If this will not be the case, it must be agreed-upon by both the End User and RUCKUS Professional Services prior to the start of the engagement.
- Actual expenses incurred will be billed to the customer.
- This Service is delivered during business hours. If after-hours or weekend service is required, there may be a rate uplift. Intentions for after-hours work must be clearly stated and agreed-upon by both the End User and RUCKUS Professional Services prior to the start of the engagement.
- RUCKUS Pro Services does not provide a time to site guarantee for T&E Services. RUCKUS requires receipt of Purchase Order a minimum of ten (10) business days prior to mobilization.