

CradleCare Support Agreement

The Peace of Mind Plan

From initial device deployment to long-term maintenance and repair, the CradleCare Support Agreement offers the resources and expertise to keep your edge network humming.

- Protect customer data with regular firmware updates
- Maintain PCI Compliance with up-to-date router and modem firmware
- Maximize revenue through always-on uptime and response times
- Save time with access to knowledgeable enterprise technical staff and online tools

The CradleCare Support Agreement is nearly 50% less costly than the industry average for comparable support agreements.¹

Manage & Optimize

Keep deployments running with less time and effort. The CradleCare Support Agreement gives IT professionals access to a dedicated CradlePoint Support Engineer, who provides consultation on network design, works with multiple parties—including wireless operators—to triage and address issues, and to serve as one point of contact with guaranteed response times.

In the absence of a CradleCare Support Agreement, IT personnel will deal with up to four additional points of contact to resolve each issue, tripling time to resolution.¹



INCLUDES ADVANCED HARDWARE REPLACEMENT

Even the most durable of devices must be replaced from time to time. Take advantage of the CradleCare Support Agreement's extended warranty, which guarantees free, next-day replacement of any failed devices.

Instead of spending extra money warehousing spare parts, save up to 90% of hardware costs by purchasing the CradleCare Support Agreement with advanced replacement.¹

CradleCare Support Agreement	CradleCare Basic	CradleCare
12x5 phone support	✓	✓
Router firmware upgrades & bug fixes	✓	✓
Modem firmware upgrades	✓	✓
Qualified 24x7 technical phone support		✓
Support Response SLA		✓
Extended hardware warranty with next business day replacement (max 5-yrs from purchase of hardware)		✓
Assigned Enterprise Support Engineer (for deployments of 50 routers or greater)		✓
Enterprise engineering resources for network design and best practices implementation—as your needs evolve		✓
Priority consideration of future feature requests and beta trials		✓

PCI COMPLIANCE & A FULLY OPTIMIZED NETWORK

Stay ahead of regulatory changes and yearly compliance audits. Firmware updates and security patches help prevent breaches and ensure PCI Compliance. Optimizations and bug fixes boost return on investment by producing faster speeds and better connections across a deployment.

PCI non-compliance and security breaches can cost an enterprise anywhere from \$5,000 per month to \$100,000 per day in fines.²

¹ According to CradlePoint internal research.

² Litan, Avivah. "Changes Will Improve PCI Security, But Not Enough." Gartner. September 14, 2006. <https://www.gartner.com/doc/496498?ref=SiteSearch&stkw=PCI%20noncompliance&fnl=search>
 "PCI Noncompliant Consequences." Focus on PCI. 2009. <http://www.focusonpci.com/site/index.php/PCI-101/pci-noncompliant-consequences.html>

What's Included with Your CradlePoint Product: One-Year Warranty

- Access to CradlePoint Online Enterprise Services Knowledge Base and documentation
- Hardware repair/replacement with three- to five-day shipping
- Software bug fixes only
- One year with extended options for two, three, and five years

Proof Is In The Planning: CradlePoint Site Survey

In addition to CradleCare Support Agreements, CradlePoint offers site survey and installation services to ensure smooth deployment. CradlePoint engineers use proprietary site survey tools to create a comprehensive report of unique reception needs and installation recommendations. By directing installation and deployment best practices and coordinating all vendors, our engineers ensure that CradlePoint solutions are optimally installed the first time, reducing future truck rolls and increasing velocity of the overall deployment.

Installations done using CradlePoint's established protocols have a 98% success rate.¹ For 1000 device deployments, that could save up to \$100,000.