Basic Installation Service

Introduction

Benu Networks will provide, if installation services are purchased, an on-site Field Service Engineer and professional services for the installation of Benu Networks' Products (MEG, xMEG, vMEG). The services include a pre-installation remote configuration planning session, and on-site turn-up and commissioning. The engineer will configure the product to an initial base level for connectivity, enable all internal services and connect the product to the service provider's network.

The basic installation service deliverables include the following:

- Pre-installation planning workbook

- Pre-installation configuration planning call with the assigned System Engineer

- On-site technical consultative service performing turn-up, commissioning, and testing for the application purchased

- Technical support for the execution of the acceptance testing

- Back-up of the running configuration file and configuration documentation

- Transfer of general installation knowledge to customer's lead technical resource during the turn-up process

- Transition to the Benu Networks Technical Support operation for on-going support

Should a more detailed implementation involving a complex configuration that requires significant modifications to the installation work plan be needed, a full implementation service should be purchased. Please contact your Sales Representative to inquire about pricing.

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