

CradleCare Support

The Peace of Mind Plan

From initial device deployment to long-term maintenance and repair, CradleCare Support 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

MANAGE & OPTIMIZE

Keep deployments running with less time and effort. CradleCare Support 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 CradleCare Support, 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 extended warranty, which guarantees free, next-day replacement of any failed devices. CradleCare Support The Peace of Mind Plan.

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

**CRADLE CARE
SUPPORT IS
NEARLY 50%
LESS COSTLY THAN
THE INDUSTRY
AVERAGE FOR
COMPARABLE
SUPPORT
OFFERINGS.¹**

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

CRADLECARE SUPPORT	CRADLECARE BASIC	CRADLECARE
12x5 phone support	✓	✓
Router firmware upgrades & bug fixes	✓	✓
Modem firmware upgrades	✓	✓
Qualified 24x7 technical phone support		✓
Service Level Targets		✓
Extended hardware warranty with next business day replacement (max 5-yr 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 feature enhancements 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

PROOF IS IN THE PLANNING: CRADLEPOINT SITE SURVEY

In addition to CradleCare Support, Cradlepoint offers Site Survey services to ensure highest quality, accurate and smooth deployment. Cradlepoint-trained engineers use proprietary Site Survey tools to create a comprehensive

report of unique reception needs and installation recommendations. This report enables your system-rollout installations to go smoothly and be done right the first time, reducing future truck rolls and increasing velocity of the overall deployment.

Installations utilizing Cradlepoint's Site Survey reports, go faster, have better first-time success and save money.

Sources

¹According 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&sthkw=PCI%20noncompliance&fml=search+PCI+Noncompliant+Consequences.> Focus on PCI. 2009. <http://www.focusonpci.com/site/index.php/PCI-101/pci-noncompliant-consequences.html>