



Staging & On-Site Installation from NetCare Services

Lucent Technologies NetCare® Services is a global business specializing in the conception, design, deployment and management of complex networking communications solutions. Over 1,100 professionals deployed around the world provide the highest levels of technical, industry and consulting experience. NetCare is now available to provide on-site installation and service for all Remote Access Business Unit products.

Staging Service includes the assembling, configuration, testing, and repackaging of equipment for shipment to the customer's installation site. Remote technical support is available to assist during the hardware installation. Staging helps ensure that product implementations go smoothly.

On-Site Installation Service provides basic equipment set up. An on-site technician verifies that unit is operating to design specifications and passes all local tests. For customers with limited technical resources and/or a geographically distributed network implementation, the on-site installation service is an ideal method for bringing up the network efficiently.

Type of Offer:	STAGING (remote installation support)	INSTALLTION (with on-site technician)
Location of Service	Staged at Lucent facility*	Customer site*
Receive equipment, unpack, inspect	Yes	Yes
Assembly, physical installation	Yes	Yes
Plug in cables	As required	Yes
Power up and perform diagnostics	Yes	Yes
Load Configuration	Yes	Yes
Test Functionality	Yes	Yes (and perform test to single network address)
Disassemble, repack	Yes	N/A
Completion	Record configuration model, serial number and shipping information	Confirmation with customer
Support	Installation Help Desk	Technician On Site
Cost of Service	Product Dependent	Product Dependent
Design Assurance/Technical Assistance	None	If sold by Lucent Direct Sales Channel only

On-Site Service only available in continental USA

