



## AudioCodes

## Global Hardware Replacement Services

### Minimize the effect of hardware outages with our flexible hardware replacement service offering

AudioCodes offers a complete set of hardware replacement services to provide cost-effective repair and replacement options for all AudioCodes products. Whatever requirements and needs, AudioCodes hardware replacement offerings provide the flexibility and convenience to choose the most appropriate spares management methodology.

Ensuring that the network is always available and that it operates at peak efficiency has never been more fundamental to success. Whether your customer is a small or large enterprise or network provider, operating regionally or globally, AudioCodes Hardware Replacement Services will comply with any strategy to ensure consistent network performance and availability.

#### Benefits of AudioCodes Hardware Replacement Services

- Develop a scalable hardware replacement plan to support existing and evolving networks
- Reduce operational costs for hardware maintenance, while maximizing the value of your investment
- Create a customized hardware replacement strategy to meet flexible specific site requirements
- Minimize the risks of ongoing hardware support following the deployment of new technologies

### AudioCodes Field-proven Services Methodology

To support today's complex multi-service networks, AudioCodes has developed a comprehensive Professional Services program that provides responsive, preventive, and consultative support of AudioCodes technologies for your specific networking needs.

AudioCodes Professional Services support networking devices, applications, and infrastructures, allowing large organizations and service providers to realize the full potential of a high-performance multi-service network.

The foundation for AudioCodes Professional Services is a network life-cycle model based on the three basic phases of PLAN, IMPLEMENT and OPERATE . The result is a unique portfolio of service components that complement partners' own service capabilities.

These services span the continuum of device, network, and application support for the AudioCodes high-performance solution, supporting your goals of seamless integration, high availability, and nonstop scalability to keep pace with business and network demands.



**AudioCodes Global Hardware Replacement Service portfolio includes the following options:**

Each of these services can be used individually or combined as a customized package.

**Managed Spares (7x24x4)**

Managed Spares is a complete hardware spares service that includes the dispatch of a local in-country technician who will deliver and replace defective AudioCodes hardware with a Field Replacement Unit (FRU) at your site if a fault occurs. This means you do not need to maintain a spares stock of your own, or bear the costs of management, warehousing, distribution, depreciation, or obsolescence of that stock. By holding FRUs at strategically placed depots throughout the world, AudioCodes is able to provide a 7x24x4 response (SLA confirmed based upon site address verification), resulting in cost savings through economies of scale.

**On-site Break-Fix (7x24x4)**

Break-Fix provides the assignment and dispatch of a local in-country field technician, who will arrive on-site to replace a defective AudioCodes product when a fault occurs. AudioCodes is able to provide a 7x24x4 response (SLA confirmed based upon site address verification), when the FRU is available at the customer location. This service ensures the availability of a local technical presence when needed.

**On-site Spare Unit (OSSU)**

Using the AudioCodes On-site Spare Unit (OSSU) service, you have the potential to restore service within minutes as opposed to several hours or days. Instead of having to purchase a replacement unit, the AudioCodes OSSU service allows you to lease and co-locate FRUs on-site or in a specific geographical region, in order to ensure accelerated availability. The FRU remains the property of AudioCodes which is responsible for ensuring that the unit is configured with the latest software and hardware versions.

**Advance Hardware Replacement (AHR)**

Advance Hardware Replacement is a spares management service that allows for the replacement part to be shipped to the customer before the defective hardware is sent to AudioCodes. Shipment time-frame is dependent on the time of the request. Arrival times are dependent on the specific country location and/or associated customs delays. The FRUs are shipped taxes and duties unpaid (DDU), which are the responsibility of the customer.

**Return Authorization Material (RMA)**

AudioCodes customers are also entitled to return material authorizations (RMAs) for replacement parts under an active warranty or support agreement. This allows you to send a defective part to AudioCodes and receive back the repaired or replaced hardware within 30 days from the date of delivery to AudioCodes.

For more information on AudioCodes Professional Services offering visit our website: <http://www.audiocodes.com/professional-services>  
Or contact your AudioCodes Sales Representative or Partner.  
Service availability varies per geographical location.

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