Maintenance Service

It's an understatement to say network operations teams face enormous challenges: Ever-higher expectations, rapidly changing technologies, increasing complexity, and staff availability and burnout. And you must be on time, under budget, and without outages or even glitches. Always.

Unfortunately, not succeeding in this challenge is costly, both financially and operationally. A recent IDC survey of Communications Service Providers (CSPs) revealed an average annual downtime of 16 hours at an average per hour cost of $1.4M—and $2M per hour for unplanned outages. Even without considering reputational damage, those are prohibitive risks.

We can help.

Strong outcomes for your team by leveraging our team

As with all Ciena Services, our Maintenance Service begins and ends with your business and your customers. All support calls are answered by agents trained to resolve most calls immediately, delivering high FCR. They triage tickets based on issue severity and service tier, ensuring optimal service continuity. And our engineers are available every day, around-the-clock and are measured on the quality and speed with which they resolve calls—getting you back to productivity fast. Flexible tiers let you select your level of SLOs, which have been redesigned to deliver even higher response, restoration, and resolution rates. By leveraging our sophisticated tools and automated processes, our experienced team assures your support is both quick and accurate. You always have access to the myCiena self-service portal to create and manage tickets, access and contribute to our knowledge base, download technical documentation, and keep your software current. As an added layer of support, all tiers provide access to in-

Acts like an insurance policy to protect your business from the impact of outages and incidents

- Resolve network issues quickly
- Keep network up-to-date
- Enable your IT team to be more productive by focusing on strategic initiatives

What you get

- 24 x 7 x 365 support
- Direct-to-engineer call routing to enable First Call Resolution (FCR)
- Flexible SLOs
- Self-service capabilities
- Regional services overlay
- Robust suite of options

region advocates who work with you and for you to help ensure the continuous health of your network. And, to further tailor our Maintenance Service to your specific requirements, we provide a vast array of standard and optional capabilities.

Regional support overlays to maximize responsiveness

To optimize your success, regional support teams work closely with you on the most serious issues. We supplement these support teams through in-region Customer Technical Advocates (CTAs) and Customer Success Advocates (CSAs) whose job is to intimately understand your business, network, and projects. They work proactively with you to assure all issues are addressed to completion and to your satisfaction, so you achieve your intended outcomes. It's all about getting the most from your Ciena experience.

Self-serve capabilities—making it easier to do business with us

MyCiena, our web-based customer portal, keeps your finger on your network's pulse. Find the latest information, initiate support requests online, and check ticket status in real time. The portal's knowledge base provides access to technical documentation for troubleshooting, performing self-diagnosis, and resolving many known issues. The portal also provides access to our Learning Service to offer you expert educational material and technical certifications, so your IT professionals can more deeply understand and support your Ciena network.

Three service tiers and ten optional capabilities

Our core maintenance offering provides three levels of technical support: Select, Comprehensive, and Premier.

- **Select tier:** Offers emergency 24 x 7 x 365 access to Ciena engineers; access to current software releases, upgrades, and updates; SLOs; root cause analysis (RCA); and access to our regional service overlay team.

- **Comprehensive tier:** Provides all features under Select, plus stronger SLOs and additional capabilities, such as priority access and preferred case queueing, exposure and failure audits, maintenance window ride-alongs, and optional access to Proactive Support to avoid issues before they occur.

- **Premier tier:** Delivers everything in Comprehensive, plus our strongest SLOs and an even more customer-centric experience. We assign a Ciena Lead Engineer (CLE), provide still more aggressive response and resolution targets, additional audits, and flex credits that can be used for options such as network health assessments.

Optional capabilities

We also offer additional capabilities for those who would benefit from more than Maintenance Service's three support tiers. These optional elements include:

- **Proactive Support:** Available to Comprehensive and Premier tier customers, we proactively pull logs and conduct runbook automation to analyze, prioritize, and ticket network issues as they occur, generally before you are aware. Proactive Support's aim is to resolve problems before you know you have them, delivering significantly faster incident resolution time. Integrates with MCP.

- **Repair and Return:** Extends Ciena's standard warranty beyond its expiration and includes repair of Field Replaceable Units (FRUs), like-for-like replacement, and technical support. Enhances sustainability by extending useable life of equipment. (Previously 'Warranty Continuance.')

Ciena's Maintenance Service offering

	Select	Comprehensive	Premier
	Foundational support	Enhanced SLOs	High-touch engagement
Tech Support	• Emergency response (24 x 7) • Major/minor response (8 x 5) • Service Level Objectives (SLOs) • Root Cause Analysis • Software subscription • In-region Customer Success Advocate (CSA) service overlay • In-region Customer Technical Advocate (CTA) service overlay	• **Select tier +** • Major/minor engagement (24 x 7) • Call priority and case queuing • Quarterly SLO review • Annual network exposure audit • Once-yearly onsite failure analysis audit • Combination of 3 maintenance window ride-alongs or deployment support cases	• **Comprehensive tier +** • Strongest SLOs • Monthly SLO review • Scheduled call backs • Semi-annual exposure audit • Twice-yearly onsite failure analysis audit • Ciena Lead Engineer (CLE) • Flex credits

Options	Proactive Support*	Repair and Return	Managed Spares	Resident Engineer	Engineering Dispatch	Equipment Recover & Reclaim	Equipment Refurbish	Preventive Maintenance	Submarine Network Support	Ticketing API

* Available with Comprehensive and Premier tiers

- **Managed Spares:** Delivers single-point-of-contact inventory management, logistics, warehousing, delivery coordination, and services planning. Available with three standard response levels—Next Business Day Ship, Next Business Day Delivery, and four-hour Delivery.

- **Resident Engineer:** Remote or on-premises engineer who combines deep familiarity of your network with expertise in Ciena's products, solutions, and services for strategic planning and design, service rollouts, and critical-issue troubleshooting—and serves as a knowledge resource for your team. Read the Infobrief.

- **Engineering Dispatch:** Supports critical network issues by dispatching a technician to your site. Available 24 x 7— within four hours or the next business day, based on your service tier.

- **Equipment Recover and Reclaim:** A cost-effective and environmentally friendly way to securely and sustainably recycle or dispose of end-of-life networking equipment in compliance with local regulations. Includes certificate of recovery or destruction. Also available for third-party equipment. Helps you meet your sustainability goals without the hassle of managing or tracking.

- **Equipment Refurbish:** Extends the usable life of decommissioned Ciena equipment through full restoration and testing, making it eligible for the same support options as new equipment. Helps improve your environmental footprint by deferring new manufacturing.

- **Preventive Maintenance:** Regular system checkup to examine and test equipment, perform regular maintenance, and promptly report findings to prevent performance or service degradation.

- **Submarine Network Support:** Specialized teams troubleshoot and resolve subsea-related hardware, software, and data connectivity, as well as deliver scheduled maintenance for these challenging installations.

- **Ticketing API:** Automated ticketing-sharing between Ciena and your network, integrating your system and Ciena's for bidirectional information flow around incidents and service requests. (Previously 'B2B API.')

Flex credits make Premier tier an even stronger value

Customers who choose Premier support are entitled to 'Flex Credits' with which they can purchase from a choice of services, such as: Network audit, health performance, or optimization services; training and workshops; maintenance window ride-alongs; network consulting; and field and network services. (Flex credits have no monetary value; they are awarded and must be used within the annual Service contract window.)

Underpinning the Adaptive Network™

The Adaptive Network enables network providers to optimize their existing frameworks while incorporating new technologies and ways of working. It is built upon four foundational elements: Programmable Infrastructure, Analytics and Intelligence, Software Control and Automation, and Services. Running underneath these components is an architecture rooted in openness, scalability, and security.

Ciena's Maintenance Service resolves network issues quickly so you can deliver on business commitments on time, thereby meeting your customers' SLAs and Quality of Experience (QoE).

About Ciena Services

We enable your success by ensuring your network keeps pace with your business. Our regional teams partner closely with you in a shared mission to understand your priorities and deliver the exceptional digital experiences your customers expect. We help you build, operate, improve, and transform your network, your way. We leverage our robust portfolio, proven processes and tools, and nearly 30 years' experience in creating the world's largest networks—all to power your successful journey to the Adaptive Network. Together, we've got this.

? Was this content useful? Yes   No

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