

# Maintenance Benefits

## It Pays to Keep Your Maintenance Active

"[Anue Systems] has a GUI that's much easier to configure and understand than the GigaVue CLI."

— Information Week



### ACTIVE MAINTENANCE PROVIDES YOU WITH ACCESS TO:

- Product Updates (Major Enhancements, New Features, and Bug Fixes)
- 24/7 Technical Support (Phone and Email)\*
- Advanced Replacements\*
- Software upgrades to add additional ports
- Customer Support Portal
- Access to Product Managers to Help Drive Future Product Direction

\* With corresponding support tiers on following page

Need help renewing your maintenance? Contact us at [maintenance@anuesystems.com](mailto:maintenance@anuesystems.com), and we'll gladly walk you through the renewal process.

### ■ WHY SHOULD I RENEW MY MAINTENANCE?

Anue Systems Net Tool Optimizer (NTO) products include a complimentary year of maintenance from the date of purchase. Annual maintenance provides tremendous ongoing value to customers at a small fraction of the original purchase price. Anue recommends you renew your maintenance prior to the expiration date to ensure that you continue to receive the benefits of ongoing product improvements.

### ■ GET MORE FROM YOUR NETWORK TOOLS

At Anue Systems, our products help network engineers get the most out of their existing network monitoring tools and SPAN ports, and allow them to focus their time on managing their network instead of managing their tools. In the past year, we have released two major software updates to the Net Tool Optimizer product line, which included significant feature enhancements based on feedback we received directly from customers using NTO their production networks.

Additionally, we collect feedback from support calls and directly implement changes in future software releases so we can resolve customer issues before they impact you and your network. These important product updates are only available to customers on active maintenance.



## RENEW YOUR MAINTENANCE TODAY!

1. Contact the Anue maintenance team at [maintenance@anuesystems.com](mailto:maintenance@anuesystems.com), or call us directly at (512) 600-5400.
2. We'll send you a quote detailing your maintenance renewal
3. Once your maintenance is renewed, you'll have access to the latest production releases, tech support, and upgrades for port expansion.

*If you purchased through a resellers, please contact them directly for your maintenance renewal.*

## TIERED TECHNICAL SUPPORT TO MATCH YOUR NEEDS

With our world class technical support team you'll enjoy working with Anue Systems' knowledgeable, enterprise tech support specialists. That's because we've built an intelligent system to quickly resolve your tech support concerns and get you back to managing your network.

Anue offers three levels of annual support programs (Standard, Gold, and Platinum) to meet your specific support needs. All three support programs are available for the Net Tool Optimizer products. Key elements of the different support programs are summarized below.

SERVICE	STANDARD	GOLD	PLATINUM
Software Updates	Included	Included	Included
Technical Support (via telephone and email)	9:00AM – 6:00PM Central Time, Monday - Friday	9:00AM – 6:00PM Central Time, Monday - Friday	Global 24x7x365 Availability
Maximum Response Time (via phone or email)	One day	Four hours	Three hours
Hardware Support	Return to Factory	Advanced Replacement	Advanced Replacement
Customer Support Portal	Included	Included	Included

Need help renewing your maintenance? Contact us at [maintenance@anuesystems.com](mailto:maintenance@anuesystems.com), and we'll gladly walk you through the renewal process.



## ACTIVE MAINTENANCE PROVIDES YOU WITH ACCESS TO:

- Full Automation Control
- Intelligent Load Balancing Groups
- Advanced Statistics Gathering with Graphing
- Bi-directional Interconnections
- Advanced Filtering
- TACACS+ Integration
- Additional Usability Enhancements

\* With corresponding support tiers on following page

### FOOTNOTE:

1. Gartner, Inc. "Reduce Your Software Total Cost of Ownership by Including These Missing Terms and Conditions" by Jane B. Disbrow, dated October 2008.

Need help renewing your maintenance? Contact us at [maintenance@anuesystems.com](mailto:maintenance@anuesystems.com), and we'll gladly walk you through the renewal process.

## ■ GET MORE FROM YOUR MAINTENANCE

Before you renew any of your maintenance agreements, make sure to check if major releases are included. In a recent report regarding managing total cost of ownership for enterprise solutions, Gartner analyst Jane B. Disbrow cautions, "rights to the follow-on versions should be at no additional cost."<sup>1</sup> With Anue Systems, the answer is always YES!

Additionally, the rapid pace at which Anue Systems updates its software means network engineers receive tremendous value in new features/functionality just by staying under active maintenance. For the NTO product line, two major software updates were released in the past 12 months. Failure to renew maintenance causes customers to miss out on software updates, important new features, additional bug fixes, and enhancements.

## ■ FUTURE PROOF YOUR NETWORK

While technology continues to develop at a torrid pace, you are expected to quickly adopt new technologies on your network without ever impacting network availability or performance. The Anue Network Tool Optimizer helps you keep a vigilant eye on your network and the monitoring tools you need to view network traffic. The latest product releases ensure that you are leveraging cutting edge support for the latest tools, as well as, the underlying technologies to monitor your enterprise network. Don't miss an important product release update that could make the difference between recognizing a network issue and missing one.

## ■ ACTIVE MAINTENANCE BENEFITS

Active maintenance delivers valuable benefits including access to tech support, the ability to expand the number of ports on your appliance, and most importantly new features/functionality through product releases. Below you'll find a list of recent feature updates for the Net Tool Optimizer, all of which occurred in less than 12 months. This release cadence ensures your product evolves throughout the year as long as you stay on active maintenance.



Anue, Anue Systems, and the Anue logo are trademarks or registered trademarks of Anue Systems and/or its affiliates in the U.S. and other countries. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Anue Systems and any other company.



© 2002-2011 Anue Systems Inc.