



THE SERVICE

NETcare is designed to provide in-depth technical support to assist and complement your own in-house capabilities.

OUR LEVEL OF COMMITMENT

Voyager recognises that corporate communications are critical to the success of your organisation. Our Support services are designed to ensure that the network remains operational by complementing your internal capabilities with our engineering resource and expertise.

Our extensive in-house engineering capability underpins a broad range of on-site and off-site maintenance services, ensuring Voyager can tailor a support solution which meets your particular requirements.

As a Cisco Gold Partner, Voyager is continually audited to guarantee consistent quality. We are committed to ensuring these standards are delivered in all the services we provide.



FEATURES AND BENEFITS

NETcare delivers essential telephone support that extends beyond the contracted network hardware cover providing fault analysis, expert advice, guidance and assistance.

■ SERVICE FOCUS	– Dedicated engineering expertise.
■ CALL LOGGING	– For tracking and accountability.
■ HOURS OF SERVICE	– As per customers requirements, up to 24x7x365.
■ RESPONSE	– Initial call-back within 15 minutes of logging call.
■ RESOURCE	– Voyager’s own Technical Support Engineers (CCNP & CCIE) with access to Cisco TAC.
■ ENHANCEMENTS	– Optional advanced engineering services available.

NETcare SUPPORT UPGRADE OPTIONS

Some configuration issues may not be covered under this contract. An alternative support product will be offered in these circumstances.

The customer can request a site visit by a Voyager engineer to provide expert advice and support, see ONsite engineering information sheet for further details.

Voyager understands that your network is now critical to the success of your business strategy.

SERVICE PROCEDURE

To obtain the services of a Voyager engineer to resolve a fault and ensure that it can be dealt with as efficiently as possible, please follow the instructions detailed below:

1. Phone Contact Control at Voyager Networks Ltd on

0870 750 1066

2. Give your service agreement number.
3. Give your company name and address (including postcode).
4. Give your name and telephone number as the Company contact.
5. Give details of the site where the fault is suspected, if at a different site than detailed in step 3.
6. Give a brief description of the fault, including details of the product(s) affected and their respective serial number(s).

Voyager Networks' Call Control will arrange for an engineer to call as quickly as possible.



Voyager 

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