



“Antenna was more qualified than any other vendor – they took ownership and made the solution work, start to finish. Antenna always stepped up to the plate when we had to get things done.”

*- Michael Costa
Program Manager
EMC Corporation*

Antenna Key Stats

- *More than 20 years of enterprise mobility experience*
- *Managing 13 million wireless transactions monthly and 110,000+ active users*
- *Proactive reporting and alerts*
- *Single point of contact for end-to-end problem resolution*
- *Available 24x7x365 direct end-user support to assist your team in the field at all times*

Antenna Assurance
Ensuring Your Satisfaction with Superior Service

At Antenna Software, we believe that support is more than just fixing problems as they arise. We believe in partnering with our customers on many levels so you can unlock the full potential of your Antenna A³ implementation through enhanced utilization, lower cost of ownership, and a superior user experience across the board.

Antenna Assurance is Antenna's Customer Support Services that allow you to drive more value from your Antenna A³ implementation. You can leverage our 20+ years of expertise in deploying and managing enterprise mobile solutions. You can also have direct access to our technical support staff for issues that span the entire mobile implementation – applications, users, devices, and networks.

Keeping Your Business Connected and Successful

At Antenna Software, our business is your business. Antenna Assurance is the best way to keep your business successful and connected. Antenna Assurance lets you get the most from your Antenna A³ solutions by helping you maintain peak system availability and performance. We'll help you run at optimal performance with the latest enhancements and service upgrades. We provide the reports and access to the experts to ensure you're getting the most value out of your Antenna A³ implementation. You can choose from among three different support packages – all designed to help you stay connected, productive, and profitable.

Support Service Description	Silver	Gold	Platinum
Second Level Telephone Support (Mon-Fri, 6am-8pm EST)	✓	✓	✓
Proactive Network Monitoring	✓	✓	✓
Device Testing to Determine Coverage, Carrier & Device Issues	✓	✓	✓
Second Level Telephone Support 24 x 7, with Three Hour Response Time After Hours		✓	✓
Direct End User Access to Technical and Operational Support (Mon-Fri, 6am-8pm EST)		✓	✓
Web-Based Trouble Ticketing Service		✓	✓
Direct End User Access and Second Level Telephone Support 24 x 7, with One Hour Response Time After Hours			✓
Escalation to Antenna Management after Two Hours			✓
Service Level Commitments: System Availability, Wireless Delivery and Customer Response Level			✓
Quarterly on-demand application customization updates (for A ³ MSI for Siebel CRM OnDemand or NetSuite only)			✓

We Have the Right Level of Service for You

Antenna Assurance Silver

Antenna's entry-level support services package keeps you protected from host to device.

- Application hosting at Antenna's redundant Any²Any Control Center, with connectivity to over 400 wireless network carriers
- Proactive monitoring of connections between your host system and Antenna
- Second-Level Support: Allows your help desk personnel to open tickets and obtain support related to hardware, software and connectivity issues during normal business hours (Monday through Friday, 6am to 8pm EST)
- Device testing by Antenna to determine coverage problems, carrier issues and device performance difficulties
- Management reports including non-delivery notification analysis and recommendations of corrective action

Antenna Assurance Gold

Take your services to the next level with direct end-user access.

Assurance Gold Service is designed to ensure that issues are resolved rapidly and that your people in the field have confidence in their tools and systems to get the job done.

- Provides all services listed in the Assurance Silver Service
- Direct End-User Support: Access to technical and operational support for operational and software related issues are available Monday through Friday, 6am to 8pm EST
- Second-Level Support: Available 24x7, 365 days a year with response time after normal business hours of 3 hours or less
- Web-based based trouble ticketing service. This service offers the your people the ability to report and track the status of issues at any time

Antenna Assurance Platinum

Our premier level of service is designed for customers who provide mission-critical operations and tight service level guarantees to their clients. When your business depends on dial-tone reliability and predictability of your wireless implementation, Assurance Platinum is the package for you.

- Provides all services listed in the Assurance Gold Service
- Direct End-User Support: Available 24 x7, 365 days a year
- Second-Level Support: The Assurance Platinum Service package provides you with a one hour response time after normal business hours and escalation to Antenna management after two hours
- Antenna commits to defined service levels regarding system availability, wireless delivery and customer response levels
- For A³ MSI for Siebel CRM OnDemand or NetSuite customers, Antenna will implement quarterly customization requests to widely used application functionality, such as fields, objects, list values, and labels

111 Town Square Place
Jersey City, NJ 07310
T. 888-723-2832
F. 201-239-2315
www.antennasoftware.com

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