



Technical support when and where you need it!

Allows diagnosis to commence within minutes of a failure.

Look at actual network activity at the time of a fault occurring.

Reduces costs associated with diagnosing problems, by decreasing 'time to resolution'.

Reduces the possibility and instances of misdiagnosis.

Editure Anywhere Technician[™] **“The Network Engineer in a Box”**

The **Editure Anywhere Technician Service[™]** is a purpose built network support appliance provisioned as a managed service. The appliance is a combination of industrial grade hardware and Editure's Network Diagnostic code. When combined with Editure's technical resources it presents an effective powerful on demand way to ensure that a problem is dealt with in a timely manner or a deployment project is delivered on time.

New deployment projects, adds, moves and changes to existing environments are far more complex than previously dealt with. Backing out and rescheduling is sometimes an unacceptable costly option.

Editure's Anywhere Technician services is an effective way of engaging senior technical services to address the unexpected while your deployment team focuses on keeping the rest of the project on track.

The core network appliance will provide multiple Ethernet and console connections to the Network. Then via a secure connection over a 3G network contact is made back to a secure LAN at Editure's service support centre.

Using the sophisticated diagnostic and analysis tools you can engage with our specialist technical resources.





BUSINESS BENEFITS

Empowering your Help Desk staff to engage in supporting new deployments.

Help Desk staff can present accurate information back to deployment teams.

Measures actual system and user interface round trip response times.

Store and deploy equipment configurations.

Multiple connections to equipment consoles, reducing times for adds, moves and changes.

Service Features and Benefits

Physical Features

- ◆ Four USB 2.0 & Six COM ports for connection to console ports
- ◆ Dual Gb Ethernet LAN ports
- ◆ Storage support for both CompactFlash and SATA hard drive
- ◆ Fan less industrial design 132 x 229 x 64 in size

Application Features

- ◆ Support for a 3G USB dongle
- ◆ SSL or SSH and VPN support for secure connections
- ◆ Packet Data capture
- ◆ Equipment configuration storage
- ◆ Intensive charting of the stored network data
- ◆ Interactive zoom, pan, key and mouse tracking and “hints on hover”
- ◆ Act as a temporary link for a new site

Editure AT Service Agreement

The Editure AT Service is offered as a 24 month agreement. The agreement includes the provision and maintenance of the Hardware and Application Tools as a complete appliance package. It includes the provisioning and installation of all code upgrades, code licenses and hardware support costs. Editure AT can be added to an existing maintenance agreement and charged quarterly or yearly.

SERVICES AVAILABLE

Technical Support
Installation and Setup
Maintenance
Application Support
Hardware Support
Guaranteed Warranty



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