

**Introducing Harris CapRock's comprehensive  
customer service and network management program**



**ASSURED**CARE  
CUSTOMER SERVICE PROGRAM

Setting the Industry Standard in Network Monitoring and Management



## **ASSURED**CARE

CUSTOMER SERVICE PROGRAM

For more information, visit

[www.harriscaprock.com/assuredcare](http://www.harriscaprock.com/assuredcare)

### IT ALL STARTS WITH ...

#### **A Robust Global Infrastructure**

- ✓ Teleports on 6 continents
- ✓ Five 24/7 customer support centers
- ✓ Local presence in 23 countries
- ✓ More than 275 global field service personnel

#### **Customer Support Centers Backed by Engineering Expertise**

- ✓ Engineer support on the first call
- ✓ In-region, local CSC service
- ✓ Remote resolution of network issues

#### **A Customer Portal That is Second to None**

- ✓ Automated notifications
- ✓ Daily network reports
- ✓ Access to incident tickets

#### **Did You Know?**

- ✓ Harris CapRock systems proactively recognize more than 80% of connectivity issues
- ✓ Harris CapRock engineers resolve more than 90% of connectivity issues remotely
- ✓ Harris CapRock's CSC fully resolves about 1 in 2 proactively detected issues in two hours or less