



Huawei HiCare Support Services

HiCare is the Global Enterprise portfolio of Huawei branded services that provides technical assurance to Huawei customers. HiCare services assist customers in maintaining high network reliability and sustainable system operations with comprehensive, leading edge technical support.

HiCare services consist of the following components:

- Technical Support (Levels 1, 2 and 3) – For remote support.
- Hardware Replacement Support – For hardware issues.
- Software Support – For software/firmware updates and/or to solve software defects.
- Online Support – For access to Huawei support website for information and tools.

Technical Support Service

Huawei provides remote technical assistance for customer operation and maintenance. All reported incidents will be logged and managed as a specific Service Request (SR). The SR provides a unique reference number to track customer reported problems, describes the issue and contains a record of all work, actions and diagnostic findings until the SR closure. Customers can open SRs via phone, email or website.

Following table summarizes the HiCare Support packages. Each package has a service level designed to address a specific customer hardware replacement needs.

HUAWEI HICARE SUPPORT SERVICES					
Advance Hardware Replacement			Onsite Hardware Replacement		
Standard	Enhanced	Premier	Standard	Enhanced	Premier
24x7 TAC Access Software Updates Online Support			24x7 TAC Access Software Updates Online Support		
9x5 NBD Adv. Hardware Replacement	9x5 - 4 Hr* Adv. Hardware Replacement	24x7 - 4 Hr* Adv. Hardware Replacement	9x5 NBD Onsite Hardware Replacement	9x5 - 4 Hr* Onsite Hardware Replacement	24x7 - 4 Hr* Onsite Hardware Replacement
Optional Services		<ul style="list-style-type: none"> • Onsite Troubleshooting • Focal Support Service • Equipment Health Check 			

NBD = Next Business Day delivery.

Technical Assistance will be provided 24x7 for Severity 1 cases, while lower severity cases will be handled during regular hours.

For Server and Storage products, Customer Self Repair (CSR) items are excluded from the Onsite Hardware Replacement Service packages. Please refer to the *Huawei Enterprise USA IT Products Warranty document for the list of items.*

* Telepresence TV screens are excluded from 4Hr. hardware replacement.



Hardware Replacement Support Service

Huawei provides a complete hardware replacement services with logistics support and if needed, onsite installation service when an expedited delivery response is required. The advance hardware replacement and the onsite hardware replacement packages both have Standard, Enhanced and Premier. The only difference is with the onsite packages, the field engineer will be dispatched to the customer location along with the replacement parts. Huawei also provides optional services such as onsite troubleshooting, focal support service and equipment health check depending on the customer needs.

Software Support Service

For quick support, customers can access the Online Service Support Center or Support-E to get software, query issues and download fixes. For software issues that can be verified on the current supported software releases, Huawei will provide a recommended corrective action, a software patch, an interim solution or a statement that the system operates in accordance with the design and whether customer modification may be possible. For issues that could not be verified, Huawei will provide a statement that more data or continuing work is necessary to verify the existence of the issue.

Online Support Service

The Online Service Support Center or Support-E aims to provide customers and partners quick access to support. It reduces the service cost of customers and partners wait time. Support-E provides rich technical materials for browsing and download, software and fixes download, training and certification, and social communities to share and exchange ideas with others.

Benefits

HiCare Support Services are designed to satisfy customer needs in regards to equipment and network maintenance support, software support as well as hardware replacement support. These are designed to assure and enhance customer solution performance in direct proportion to the purchased Service Level Agreement (SLA) and the optional and customizable services.

Why Huawei Services?

HiCare Support Services portfolio is adaptable to customer's business and operational needs. Huawei has a strong global services infrastructure to support the needs of our global customers. Our global support model consists of global and regional Technical Assistance Centers (TACs) which provide customers with around the clock support. Our Online Service Center provides the customers with quick access to the one-stop shop for materials, software, tools, announcements, online communication and trainings to improve customers' and partners' professional skills and partners' service capabilities.

In the US, Huawei and our logistics partners have over 240 Forward Stocking Locations (FSLs) that can offer a wide coverage for hardware replacement support ranging from next business day to 4-hour replacement. Huawei and our partners have 1,100+ field engineers to offer onsite hardware replacement service to customers who do not have local IT staff.

Huawei and Partner Expertise

Huawei engineers and Channel Partners are among the top in the industry in helping you transition your network quickly, efficiently and reliably to meet your growing bandwidth and service requirements.

Availability and Ordering

HiCare Support Services are available globally and can be purchased from Huawei and Huawei Channel Partners. Service delivery details may vary by region.