

# CradleCare

From initial device deployment to long-term operations, Cradlepoint Global Support offers world-class resources and expertise to keep your network secure, simple and efficient. Cradlepoint offers multiple tiers of support to provide you exactly what you need.

With Cradlepoint Global Support and CradleCare, you can:

- + **Maximize revenue** through always-on uptime and response times
- + **Collaborate** with our multi-certified technical team
- + **Save time** with our web-based Connect Portal and Knowledge Base
- + **Maintain PCI Compliance** with up-to-date router and modem firmware

The following chart provides an overview of Cradlepoint's support and maintenance offerings:

Included with every Cradlepoint purchase	CradleCare Basic*	CradleCare*
<p><b>Web-based Cradlepoint Connect Portal:</b></p> <ul style="list-style-type: none"> <li>+ 24x7x365 access to our Knowledge Base and Firmware download library</li> <li>+ 12x5 email support (for Enterprise Cloud Manager and NetCloud Gateway only)</li> </ul>	<p><b>Included +</b></p> <ul style="list-style-type: none"> <li>+ Covers all products and services</li> <li>+ 12x5 support via: email, phone and chat</li> </ul>	<p><b>CradleCare Basic +</b></p> <ul style="list-style-type: none"> <li>+ 24x7 qualified phone support</li> <li>+ Advanced Exchange: next business day replacement</li> <li>+ Service level targets</li> <li>+ Extended Warranty for routers for the term of CradleCare license</li> <li>+ Assigned Enterprise Support Engineer (for deployments of 50 routers or more)</li> <li>+ Enterprise engineering resources for network design and best practices implementation</li> <li>+ Priority consideration of future feature requests and beta trials</li> </ul>

## STANDARD ONE-YEAR WARRANTY (WITH EXTENDED WARRANTY OPTION) INCLUDES:

- + Access to Cradlepoint Connect portal and Knowledge Base
- + Hardware repair/replacement with 3-5 day shipping
- + Software bug fixes
- + An option to extend your warranty to 2, 3, or 5 years at the conclusion of the standard warranty period\*\*

\*Available today in North America. Coming soon to other parts of the world.  
 \*\*Hardware warranties cannot be extended beyond 5 years from the date of purchase.

## Simplify & Speed Up Network Deployments

Access important technical documentation for self-service support through the Cradlepoint Connect portal and our Knowledge Base to facilitate a successful implementation of your Cradlepoint routers and services.

With CradleCare, you also have access to our support engineers, who have an average of 4.6 industry certifications each. Customer satisfaction and response time are metrics we care deeply about and track under the mission of providing excellent customer service.

Additionally, CradleCare includes access to a dedicated Cradlepoint Support Engineer who can provide consultation on network design, work with multiple parties – including wireless operators – triage and address issues, and serve as one point of contact with targeted response times.

With CradleCare, our network of certified partners can provide faster installation services: reducing truck rolls and increasing the efficiency of your deployment.

Without CradleCare Support, IT personnel may have to contact numerous people to resolve an issue, increasing time to resolution.

## Replace Critical Hardware Fast

CradleCare guarantees free, next-business-day replacement of any failed devices reported by 3pm.

CradleCare's advanced replacement allows you to save significant hardware costs by eliminating the need to warehouse spare parts.

## PCI Compliance & a Fully Optimized Network

Stay ahead of regulatory changes and yearly compliance audits. Firmware updates and security patches help prevent breaches and ensure PCI Compliance. Optimizations and feature enhancements boost return on investment by producing faster speeds and better connections across your network.

PCI non-compliance and security breaches can cost an enterprise anywhere from \$5,000 per month to \$500,000 per day in fines.<sup>1</sup>

*"I have found Cradlepoint's support team to be extremely knowledgeable and easy to access."*

– Robert Kay, Senior Vice President of Operations, ChargeItSpot

*"I wish every support call was that easy."*

– Senior IT Manager, a dental services company

*"You have about the best technical support I've ever seen..."*

– Controls specialist, an energy control company

### Sources

<sup>1</sup>PCI Security Standards Council, [https://www.pcisecuritystandards.org/pci\\_security/why\\_security\\_matters](https://www.pcisecuritystandards.org/pci_security/why_security_matters)

"PCI Noncompliant Consequences," Focus on PCI, 2017. <http://www.focusonpci.com/site/index.php/PCI-101/pci-noncompliant-consequences.html>

LEARN MORE AT: [CRADLEPOINT.COM/CRADLECARE](http://CRADLEPOINT.COM/CRADLECARE)