

CROSSBEAM CLIENT SERVICES

BENEFITS:

- Create custom services to fit your business
- Leave work each day with total confidence in your network design
- Accelerate implementation with our Global 2000 expertise
- Become Crossbeam certified without leaving your office

CLIENT SERVICES THAT SERVE YOU.

We believe our Client Services organization should give you confidence. Confidence in your choice to implement the world's most optimized network. Trust that you will receive the highest level of technical support to protect your Crossbeam investment. Knowledge that will empower your staff with self sufficiency. Assistance with all deployments, upgrades and optimizations of your network. Crossbeam's Client Services team consists of our Technical Support, Professional Services and Education Services. Read our Technical Support data sheet to learn more about our support offerings. To learn more about our Professional and Educational Services read on.

EDUCATIONAL SERVICES. KNOWLEDGE IS POWER.

The best way to learn is to do. That's why at Crossbeam our courses contain hands-on workshops, group discussions and exercises, as well as formal lectures. Classes are developed by Crossbeam certified professionals with customers in mind. We understand that different customers have different levels of experience. That's why we offer courses that focus on our platform's core features. It's also why we also offer more advanced course offerings on configuring, troubleshooting and monitoring our product. We even offer customized training programs based on specific customer training needs.

At Crossbeam, we believe education should be local. That's why we offer three ways to become certified. (1) At one of our training facilities. (2) At one of our Crossbeam Authorized Training Partners. (3) At your own facility. With our hosted Remote Training Lab, (RTL), Crossbeam can offer a complete lab environment in any location. Students can perform all the lab exercises in a classroom setting, remotely so you can train all of your staff at once. Even if they are in different parts of the world. Our learning programs are flexible, just like our platform.

PROFESSIONAL SERVICES. SUCCESS MADE SIMPLE.

Implementing new technology can be overwhelming. Crossbeam is here to help. No matter how small or large your project. Use our packaged services for less complex deployments like setting up and running the chassis. Installing a single application. A health check. An upgrade. Let our expert staff help you ensure success.

Need help with something a little more complex or very specific - no problem. Use our customized services for long term projects. Our on-site resident program gives you an on-site Crossbeam expert for six months or more so you can implement your project easily. Our project based services let you customize the services you need for a few weeks, or a few months. Design services. Multiple application installations. Consolidation projects. All of these can be customized to meet your unique needs. We really do simplify the complex. Proven project methodology. Best practices. Our Crossbeam Professional Services team delivers. Regardless of the size and scope of your project our team gives you rapid, consistent and predictable deployment results. Our professional consultants know networking and security products inside and out. We have the expertise and qualifications to help you deploy and optimize your investment in Crossbeam. Let us help.

ABOUT CROSSBEAM

We improve the sophisticated networks of enterprises, government agencies, and service providers by architecting platforms that are more adaptable, high-performing, reliable, and secure.

