

RUCKUS Customer Success for U.S. federal government

Supporting and empowering civilian and military services networks

SERVICE OVERVIEW

Tools and support to help you succeed through your RUCKUS® journey

- 24/7 support: Responsive and knowledgeable support teams to empower your network management
- Professional services: Partner with RUCKUS-authorized resellers to deliver expert network solutions and optimized performance
- RUCKUS training: Unlock the potential in YOU and become an expert
- Online resources: Discover a multitude of ways to solve any issue
- Partner network: Find local experts to help order, deploy and manage your networks

RUCKUS Customer Success support is committed to helping you get the most from your RUCKUS Networks investment. We offer a number of support services, such as comprehensive training programs, professional services, robust online documentation, and community engagement forums to help you maximize your products' usage and achieve your agency goals. Additionally, our support group is always available to assist you with any questions or challenges you may encounter.

With Customer Success, you've not only got professional experts with relevant federal government experience ready to help; you also have access to a suite of resources designed to support your long-term success. At RUCKUS Networks, you can count on us to pair your government agency's needs with the right specialist or resource. We make your smart networks even smarter.

Choose the support that meets your needs

Whether you manage a wireless network for a small, elite fighting force or an entire government division, we offer an array of service levels to address your specific needs. Depending on the level of service selected, an experienced RUCKUS engineer with firsthand knowledge of your network challenges will be available via forums, emails, text messages or onsite to provide you with responsive, knowledgeable assistance that can help make your organization's networks run more smoothly.

- **WatchDog™ Support:** This base-level support offering is ideal for most government agencies and provides a strong foundation of support capabilities, including 24/7 technical assistance, software updates and major upgrades, as well as hardware replacement options. WatchDog Support is automatically included with the purchase of RUCKUS One®. ICX® Switches require additional support purchase.
- **BullDog™ Support:** This enhanced service offering is tailored for mission-critical networks in harsh or complex environments. In addition to the WatchDog services, it delivers a more personalized, proactive support experience that can provide insight into the health and operation of a network, including a Customer Success manager (CSM) to coordinate RUCKUS resources with your dynamic agency needs. An onsite support engineer (OSE) is available as an add-on for those intricate networks that must provide always-on connectivity.

- **Partner Support:** For customers who prefer support from a local resource, RUCKUS also offers high-quality, professional and responsive worldwide technical assistance from support engineers who have been trained and certified on RUCKUS Networks products. With Partner Support, government agencies can engage directly with RUCKUS-authorized Partners, while RUCKUS offers behind-the-scenes support to Partners and customers, including online access to product information, technical documentation, software downloads, and community forums.

For a more in-depth look into these offerings, visit our [Support Programs page](#).

Professional Services

[RUCKUS Professional Services](#) brings exceptional value to government agencies by leveraging their deep networking expertise and comprehensive suite of resources. Their services help organizations get the most out of their network investments through tailored solutions, extensive training programs, and robust online documentation.

From site audits and advanced configuration recommendations to meticulous design evaluations with 3-D simulations, Professional Services offers end-to-end support so your network meets key performance indicators (KPIs), enhances user experiences and operates efficiently throughout your buildings or the field.

Moreover, we offer a variety of specialized services—including seamless internet of things (IoT) integration, systems controller migration or network analytics, as well as [Cloudpath® Enrollment System White Glove Service](#)—to help install and configure our secure, state-of-the-art onboarding system. Visit [this link](#) to learn more about how RUCKUS Professional Services can solve your agency's network challenges.

To learn how our team of experts can help you design, deploy, and optimize your network for maximum performance and efficiency, contact your RUCKUS account manager or [email us](#).

Training

RUCKUS training and certifications play a crucial role in enhancing federal government smart campuses by equipping IT staff with the necessary skills and knowledge to manage and optimize advanced networking solutions. Through a comprehensive portfolio of free and paid eLearning, accreditations, and classroom training,

RUCKUS helps government IT teams become more proficient in designing, implementing, managing, and supporting RUCKUS solutions. This expertise allows government agencies to integrate IoT devices and systems effectively, reduce utility and facilities costs, deliver increased safety, and provide seamless connectivity.

RUCKUS Education Services offers technical courses in a variety of formats, including on-demand eLearning training, remote instructor-led training (virtual class), and dedicated private instructor-led training (classroom or virtual class). For example, our [federal cyber defense webinar](#) delivers clear examples on how agencies can improve their security and better manage their networks with platform tools. A list of available training courses can be found on the [RUCKUS education learning portal](#).

Online resources

RUCKUS also offers a number of general and member-access web resources regarding ordering, configuration, troubleshooting, product features and functionality. Bookmark these addresses below for easy access in the future.

[RUCKUS Technical Family \(RTF\)](#)

RTF is more than a community. We welcome all networking technology enthusiasts who want to keep up with the latest innovations and apply them in real-world networking solutions. Check out our webinars, blog posts and more!

[RUCKUS Community forums](#)

Ask a question and get help from your peers and RUCKUS experts. If you have questions to ask, problems to report, or other feedback to give, you've come to the right place. Our team does our very best to help as fast as we can.

[RUCKUS support portal](#)

Gain access to license management, knowledge base articles, means to contact support, and much more. This portal provides a great federated search function that will bring up knowledge base articles, data sheets, and forum posts all in one spot!

[CommScope online documentation](#)

Find RUCKUS technical documentation in HTML format.

[RUCKUS Customer Success webinars](#)

RUCKUS hosts a series of monthly webinars on topics regarding our subscription products and best practices for our products, all with live Q&A. Join us!

[RUCKUS Education Services YouTube channel](#)

Our RUCKUS Education Services channel has tons of great videos to help answer questions and train new users.

[RUCKCast® podcasts](#)

RUCKUS experts offer bi-weekly chats on Wi-Fi® and computer networking, featuring insider insights and special guests discussing RUCKUS Networks products.

Partner network

RUCKUS is proud to offer an extensive [network of Channel Partners](#) around the globe who are ready to help you build and maintain the perfect Wi-Fi network for your needs—many of whom have hands-on experience in the federal government field. We also encourage you to visit our growing community of [Alliance Partners](#) who can help you make the most of your agency's or team's wireless network.

To locate a RUCKUS-authorized Partner, click [here](#).

RUCKUS and U.S. federal government

RUCKUS Networks has a history of helping government agencies build and maintain the most robust and reliable networks across the globe. Our smart network technologies help elevate your agency by enhancing network performance, user experiences, and operational efficiency. Moreover, by integrating IoT devices and systems, we allow buildings and complexes to get the most from their network while reducing utility and facilities costs, improving on-site safety, and providing seamless connectivity and services that make your network more remarkable.

Explore [federal government solutions here](#).

About RUCKUS Networks

RUCKUS Networks builds and delivers purpose-driven networks that perform in the demanding environments of the industries we serve. Together with our network of trusted go-to-market partners, we empower our customers to deliver exceptional experiences to the guests, students, residents, citizens and employees who count on them.

www.ruckusnetworks.com

Visit our website or contact your local RUCKUS representative for more information.

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