

INFOBRIEF | CIENA SERVICES

Maintenance Service

Challenge

Flawless network performance with no room for error

It's an understatement to say your network operations teams face enormous challenges: Ever-higher expectations, rapidly changing technologies, increasing complexity, and staff availability and burnout. And, of course, you must be on time and under budget.

In the background, your network must reliably run at peak performance, without outages or even glitches. Your job is to make it all happen without asking for more resources. It's a tall order.

We can help.

Solution

Global technical support and robust optional capabilities to keep your network running smoothly

Ciena's Maintenance Service delivers around-the-clock support of your Ciena network through expert in-house technical support complemented by robust optional capabilities. Together, they provide the tools to help prevent issues from occurring and protect your network if they do.

It's good to know your support calls are handled by Ciena engineers who know your Ciena equipment better and can resolve issues faster than anyone. And while the coverage is global, we deliver it regionally. By being physically closer to your network,

What is this

Combining robust technical support and optional capabilities, Ciena's Maintenance Service assures optimal network performance by minimizing the likelihood of outages and incidents, and rapidly mitigating their impact if they happen.

- Resolve network issues quickly
- Keep network up to date
- Enable your IT team to be more productive by focusing on strategic initiatives
- Ensuring the best possible user experience for your customers and stakeholders

What you get

- 24 x 7 x 365 global support
- Tech support provided by Ciena engineers
- Direct-to-engineer call routing to enable first-call resolution
- Flexible SLOs
- myCiena portal for self-service
- Regional services overlay
- Robust optional capabilities

	Select	Comprehensive			Premier
	Foundational support	Enhanced SLOs			High-touch engagement
Tech Support	<ul style="list-style-type: none"> Emergency response (24 x 7) Major/minor response (8 x 5) Service-level objectives (SLOs) Root-cause analysis (RCA) Software subscription In-region Customer Success Advocate (CSA) service overlay In-region Customer Technical Advocate (CTA) service overlay 	<ul style="list-style-type: none"> Select tier + Major/minor engagement (24 x 7) Call priority and case queuing Quarterly SLO review Annual network exposure audit Once-yearly onsite failure analysis audit Combination of 3 maintenance window ride-alongs or deployment support cases 			<ul style="list-style-type: none"> Comprehensive tier + Strongest SLOs Monthly SLO review Scheduled call-backs Semi-annual exposure audit Twice-yearly onsite failure analysis audit Ciena Lead Engineer (CLE) Flex credits
Optional capabilities	Resident Engineer	Managed Spares	Engineering Dispatch	Repair and Return	Equipment Recovery and Reclamation
	Equipment Refurbishment	Preventive Maintenance	Submarine Network Support	Proactive Support ¹	Ticketing API

Figure 1. Ciena's Maintenance Service offer

our team can respond better with deeper knowledge of your specific situation.

Three flexible support tiers let you select your level of SLOs

Our core maintenance offering provides three levels of technical support: Select, Comprehensive, and Premier.

- **Select tier:** Offers emergency 24 x 7 x 365 access to Ciena engineers; access to current software releases, upgrades, and updates; service-level objectives (SLOs); root-cause analysis (RCA); and access to our regional service overlay team. Default for discontinued or end-of-life products.
- **Comprehensive tier:** Provides all features under Select, plus stronger SLOs and additional capabilities, such as priority access and preferred case queueing, exposure and failure audits, maintenance window ride-alongs, and optional access to Proactive Support to avoid issues before they occur. Ideal for those requiring high network availability supported by high-touch engagement.
- **Premier tier:** Delivers everything in Comprehensive, plus our strongest SLOs and an even more customer-centric experience. We assign a Ciena Lead Engineer (CLE), provide still more aggressive response and resolution targets, additional audits, and flex credits that can be used for options such as network health assessments. For those with large networks that are mission critical to achieving business objectives.

Our engineers triage tickets based on issue severity and service tier, and are measured on the quality and speed with which they resolve calls—getting you back to productivity fast. By leveraging our sophisticated tools and automated processes, our experienced team assures your support is both quick and accurate.

Regional support overlays to maximize responsiveness

To optimize your success, regional support teams work closely with you on the most serious issues. We supplement these support teams through in-region Customer Technical Advocates (CTAs) and Customer Success Advocates (CSAs) whose job is to intimately understand your business, network, and projects. They work proactively with you to assure all issues are addressed to completion and to your satisfaction, so you achieve your intended outcomes. It's all about getting the most from your Ciena experience.

Optional capabilities

To further tailor our Maintenance Service to your specific requirements, we offer optional support capabilities in addition to our three support tiers.

- **Resident Engineer:** Remote or on-premises engineer who combines deep familiarity with your network with expertise in Ciena's products, solutions, and services for strategic planning and design, service rollouts, and critical-issue troubleshooting—and serves as a knowledge resource for your team. [Read the infobrief.](#)

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- **Managed Spares:** More than just shipping replacement equipment, Managed Spares is full-on inventory management and logistics. We have built a global network of hundreds of central, regional, and local warehouses so you don't have to. We stock these with AI-optimized inventory based on customer configurations in each given area, ready to ship. With three standard response levels: 4-hour delivery; next business day (NBD) arrival; or NBD ship. The result? Professional spares management delivered at a third of the cost of DIY², faster, with less risk, and no headaches. [Read the infobrief.](#) [Watch the video.](#)
 - **Engineering Dispatch:** Sends a Ciena expert to your facility to support your network with onsite troubleshooting and maintenance rather than carrying full-time staff with specialized skills for occasional, event-driven tasks. Choose the service level that best aligns with your needs, whether 4-hour arrival or NBD arrival. [Read the infobrief.](#) [Watch the video.](#)
 - **Repair and Return:** Extends Ciena's standard warranty beyond its expiration and includes repair of field-replaceable units (FRUs), like-for-like replacement, and technical support. Enhances sustainability by extending useable life of equipment. Rest assured knowing your network's most valuable assets are always protected. (Previously known as Warranty Continuance.)
 - **Equipment Recovery and Reclamation:** A cost-effective and environmentally friendly way to securely and sustainably recycle or dispose of end-of-life networking equipment in compliance with local regulations. Includes certificate of recovery or destruction. Also available for third-party equipment. Helps you meet your sustainability goals without the hassle of managing or tracking.
 - **Equipment Refurbishment:** Extends the usable life of decommissioned Ciena equipment through full restoration and testing, making it eligible for the same support options as new equipment. Helps improve your environmental footprint by deferring new manufacturing.
 - **Preventive Maintenance:** Mitigate unplanned downtime with regular system checkups that examine and test equipment, perform regular maintenance, and promptly report findings to prevent performance or service degradation.
 - **Submarine Network Support:** Specialized teams troubleshoot and resolve subsea-related hardware, software, and data connectivity, as well as deliver scheduled maintenance for these challenging installations.
 - **Proactive Support:** Available to Comprehensive and Premier tier customers, we proactively pull logs and conduct runbook automation to analyze, prioritize, and ticket network issues as they occur, generally before you are aware. Proactive Support's aim is to resolve problems before you know you have them, delivering significantly faster incident resolution time. Integrates with Navigator Network Control Suite™ (Navigator NCS).
 - **Ticketing API:** Automated ticketing-sharing between Ciena and your network, integrating your system and Ciena's for bidirectional information flow around incidents and service requests. (Previously known as B2B API.)
- Self-serve capabilities, making it easier to do business with us**
- [myCiena](#), our web-based customer portal, keeps your finger on your network's pulse. Find the latest information, initiate support requests online, and check ticket status in real time. The portal's knowledge base provides access to technical documentation for troubleshooting, performing self-diagnosis, and resolving many known issues. The portal also provides access to our Learning Service to offer you expert educational material and technical certifications, so your IT professionals can more deeply understand and support your Ciena network.
- Flex credits make Premier tier an even stronger value**
- Customers who choose Premier support are entitled to flex credits, which they can use to make purchases from a range of services, such as: network audit, health performance, or optimization services; training and workshops; maintenance window ride-alongs; network consulting; and field and network services. (Note that flex credits have no monetary value; they are awarded and must be used within the annual service contract window.)

Summary

Ciena's Maintenance Service helps you drive optimal network performance by minimizing the likelihood of outages and incidents, and rapidly mitigating their impact if they happen. Our experts are available around the clock to resolve quickly and competently. And our optional capabilities deliver even more value by helping you strengthen and customize our offer to better fit your objectives. No one knows your Ciena network better, and no one is more dedicated to your success. Let Ciena Services care for your network to ensure the best possible user experience for your customers and stakeholders.

Underpinning the Adaptive Network

The Adaptive Network is Ciena's vision for guiding network evolution and business outcomes—enabling networks to grow smarter and more agile every day, so you're always ready for what's next. It's built upon four foundational elements: Software Control and Automation (ACT), Programmable Infrastructure (CONNECT), Analytics and Intelligence (SENSE), and Services (ACCELERATE). Running underneath these components are design principles of openness, scalability, security, and sustainability. Ciena's Maintenance Service resolves network issues quickly so you can deliver on business commitments on time, meeting your customers' service-level agreements (SLAs) and quality of experience (QoE).

About Ciena Services

Ciena Services collaborates with you to ensure your network keeps pace with ever-evolving business needs—enabling you to deliver exceptional customer experiences. Our regional teams help you build, operate, improve, and transform your network with the right people, processes, and tools—efficiently and with minimal risk. For more than 30 years, Ciena has been earning the trust of network providers across the globe, helping them build some of the most adaptive, customer-centric networks in the world. Let us guide you to ensure your network is always ready for what's next. For more details, visit ciena.com/products/ciena-services.

Was this content useful?



Yes



No

1. Proactive Support available with Comprehensive and Premier tiers

2. Managed Spares comparative data based on 2024 Ciena internal analysis; 4-year amortization

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