

Nomadix Support Services (NSS)

MAKING NOMADIC COMPUTING EASY

Nomadix Support Services (NSS) offers tiered levels of manufacturer support to better enable our customers to meet their support needs including access to new features and functionality

NSS OVERVIEW

Venue Support Needs

- Timely access to software enhancements, new features and functionality
- Access Gateway technology is ever evolving, NSS helps keep you on the cutting edge
- Access to Web based and call center technical support “around the clock”
- Proactive customer alerts on topics relating to NSE devices
- Hardware support based on local requirements
 - Return to factory
 - Next business day in-flight exchange

Public Access Service Operator (PASO) Support Needs

- Manufacturer support to enable the service provider to meet their customers’ SLAs
- Access to new features to continually enhance the service offering
- Cost-effective deployment, maintenance and management

NOMADIX SUPPORTS AN EVOLVING MARKET WITH EMERGING TECHNOLOGIES

- *Technology leader:* Nomadix is the public access Gateway technology leader with an extensive patent and patent-pending portfolio covering 15 unique areas of functionality
- *Evolving product:* Nomadix constantly provides updates to its NSE to bring new functionality to the market
- *Market leader:* With over 24,000 worldwide deployments, Nomadix is the world leader in public access Gateway technology

PREMIUM - NSS

- NSE software updates
- Web access – Detailed product support documentation
- Email technical support – 24/7/365
- Call center
 - 24/7/365
 - SLA – One hour call back or better on critical issues
 - Defined escalation procedure
- Next business day in-flight exchange
- Email alerts

STANDARD - NSS

- NSE software updates
- Web access – Detailed product support documentation
- Email technical support - Monday- Friday, 8am-5pm
- Call center
 - Monday - Friday, 8am-5pm local time for the site
 - SLA – One hour call back or better on critical issues
 - Defined escalation procedure
- Return to factory hardware support
- Email alerts

ABOUT NOMADIX

Nomadix is the leading provider of solutions that create intelligent public access wired and wireless (Wi-Fi™) networks. Nomadix sells a family of Access Gateways and licenses its Nomadix Service Engine™ (NSE) software to leading suppliers of networking equipment. Nomadix enables carriers, service providers, wireless ISPs and venues of all kinds to turn the Wi-Fi ecosystem into a revenue-producing service offering.

Powering over 24,000 points of presence throughout the world, the NSE is specifically designed to sit at the edge of the network – leveraging a centralized provisioning system allowing the provider to deploy a cost-effective, secure and easy-to-use service. The NSE addresses the key issues faced by providers and venues when deploying public access networks and by the end users accessing them.

NOMADIX INTERCONNECT SERVICES

Nomadix Interconnect Services™ (NIS) create a large, managed roaming footprint for Public Access Service Operators (PASOs) and venues to connect with nomadic subscribers, regardless of their location. NIS also offers applications and content delivery such as partner branded services, VOIP and advertising. To learn more visit www.nomadix.com.



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NSS PRODUCT TRAINING

As part of NSS, Nomadix offers both classroom and computer based training to its customers. Training topics include:

- **INTRODUCTION TO THE NSE**
- **INSTALLATION AND CONFIGURATION PROCEDURES**
- **DETAILED DISCUSSION OF NSE FEATURES, MODULES AND BEST PRACTICES**
- **TROUBLESHOOTING TECHNIQUES**
- **SUBSCRIBER ADMINISTRATION**
- **SUBSCRIBER INTERFACE OPTIONS**
- **SYSTEM MANAGEMENT**

For more details, locations and dates for NSS Product Training - Contact Nomadix or your Regional Nomadix Distributor.

NOMADIX SERVICE ENGINE™ (NSE) SOFTWARE FEATURES

The NSE is a comprehensive platform that enables seamless access to public access networks and simplifies deployment of services. It is the preferred platform for seamless, automated participation in NIS Roaming.

WORLDWIDE ROAMING FOOTPRINT

By opting in to NIS Roaming, providers with NSE-enabled access devices can effortlessly expand their network reach worldwide.

CUSTOMER ACQUISITION

Patented Dynamic Address Translation™ (DAT) gives nomadic users easy access to the network without changing any settings, allowing providers to cost-effectively acquire new subscribers.

SERVICE PROVISIONING

The Home Page Redirection feature of the NSE intercepts the user's browser settings and directs them to a web page to securely sign up for service or log-in if they have a pre-existing account.

MULTI-MODE AUTHENTICATION AND ACCESS CONTROL

Simultaneous support of Web access with SSL and IEEE 802.1x authentication plus individual smart client mechanisms support any type of client and any type of back-end business relationship.

BILLING PLAN FLEXIBILITY

Support for a wide range of billing models such as credit cards, scratch cards, or monthly subscriptions combined with parameters such as billing by time, volume, or bandwidth provides both HotSpot operators and service providers unprecedented flexibility.

ADVANCED SECURITY

Patent-pending iNAT™ feature creates an intelligent mapping of IP addresses and their associated VPN tunnels, allowing seamless VPN tunnels to be connected from the HotSpot regardless of client or server configuration.



N O M A D I X™

ORDERING INFORMATION:

- **NSS - Premium**
- **NSS - Standard**
- **2 Day NSE Training Course**

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