



# 10 Reasons to buy Westcon F5 Networks Support

Westcon is your first point of contact for 1st and 2nd level F5 Networks support. We save you the time and money in developing a support desk capability, we save you the time and effort of chasing up and logging support tickets on a day-to-day basis and we save you the administration of dealing with F5 Networks directly by doing it on your behalf.

## 10 ADVANTAGES OF F5 NETWORKS SUPPORT BY WESTCON

- 1 F5 Networks Support by Westcon is less expensive.
- 2 You are in direct contact with our dedicated F5 Networks service teams.
- 3 Our F5 Networks Support by Westcon contracts can be used by both reseller and end-customer to open tickets.
- 4 Our NOC (Network Operation Centre) is based in Berlin. Our F5 Networks Support by Westcon is offered in both German and English, as well as other languages subject to availability.
- 5 You can access the extensive knowledge of our F5 Networks experts.
- 6 F5 Networks Support by Westcon manages our expertise centrally in Berlin & Madrid to deliver better responses (SLA's) and more accessible escalation levels than alternative outsourced support options.
- 7 Westcon works on an industry-leading support ticket system with partner / end-customer accessibility and partners can use it as a support contract management tool.
- 8 Our NOC can adjust its processes to deal with large and smaller scale processes as required (Contract Matrixes, Ticket System Interfaces, etc.).
- 9 F5 Networks Support by Westcon will contact F5 Networks directly in terms of 3rd level support.
- 10 We can build value-add services around the support offering with optional services e.g. Additions/Moves/Changes, monitoring or a completely Managed Services (up to Fully Managed Service).

Westcon's relationship with F5 Networks is a close one, referred tickets and RMA requirements are efficiently and quickly handled. The key benefit to our partners is Westcon will be your first point of contact and can also work to build support offerings across your entire portfolio.

Being a Westcon partner, you have access to our support portal where you can track support requests in real time, at any time during the day just as you would from F5 Networks TAC.

## Get in touch

If you have any further queries or requirements, please don't hesitate to contact your account manager to discuss it further. We look forward to working with you soon.

### CONTACT DETAILS

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