

FEATURES	ENTERPRISE SUPPORT	CASE PACKS	STANDARD WARRANTY
BUG FIXES AND FEATURE UPGRADES	Included	Included	Included
DOCUMENTATION	Included	Included	Included
DIAGNOSTICS AND UTILITIES	Included	Included	Included
KNOWLEDGE BASE	Included	Included	Included
PEER TO PEER SUPPORT FORUM	Included	Included	Included
HARDWARE REPAIR	Included*	Included*	Included*
CUSTOMER PORTAL ACCESS	Included	Included	
PHONE SUPPORT	Included	Included (12x5)	
SLA RESPONSE TIMES	Included		
UNLIMITED CASE CREATION	Included		
12x5 OR 24x7 PRIORITY SUPPORT	Select Option		
ADVANCE REPLACEMENTS	Optional		
DEDICATED SUPPORT ENGINEER	Optional		

TECHNICAL SERVICES	ENTERPRISE SUPPORT
APPLICATION DEVELOPMENT	Optional
CONSULTING	Optional
DEVELOPMENT ASSISTANCE**	Optional
RF SITE SURVEYS	Optional
TRAINING	Optional

OPTIONAL SUPPORT SERVICES

Advanced Placement

Add Advanced Replacement to your annual agreement and if your hardware should fail at any time during your Enterprise Support term, Digi will send a replacement unit via prepaid overnight shipping.

Dedicated Support Engineer

Personalized services by at least a level 2 support engineer whom will be your single point of contact during your normal business hours. The DSE will have fast access to additional Digi resources, including product subject matter experts and engineering.

OPTIONAL TECHNICAL SERVICES

Application Development

Digi provides full Software Development Assistance service to help your custom application achieve stated objectives. From design analysis, code review, to deployment and testing we provide the expertise to ensure your success.

Consulting

Let Digi experts help you design, optimize and configure your robust RF network or troubleshoot difficult architectural problems. These services include our XBee® K-Node to test a deployment up to 1,000 devices in a variety of configurations within a controlled environment. We simulate distances, line breaks, node failures, bad data and other conditions to help ensure you have the most robust network setup.

Development Assistance

Get expert help during regular business hours for your programming challenges and questions related to Digi products. Development Assistance covers help for features like Digi Device CloudSM programming, code debugging/review and API assistance.

RF Site Survey

Digi engineers come out to your site to analyze and explain the RF challenges you may face. Our experts will learn about your solution requirements, create a site-survey map and recommend solutions—including products, antenna placements and more.

Online and Onsite Training

Shorten your development cycle while giving your team a stronger foundation on our products, implementation issues and innovative solutions. We customize every training curriculum to meet your exact needs.

*For the term of the warranty **May be mandatory depending on the product ordered

Learn More at www.digi.com/support



ORDERING INFORMATION

Enterprise Support

Choose your preferred coverage and then add optional services to your annual plan to meet your organization's needs.

Case Packs

Digi Case Packs allow companies without the need for an annual plan to have access to Digi's Technical Support experts.

PART NUMBERS	DESCRIPTION
ENTERPRISE SUPPORT PACKAGES 12X5	
DG-ENT12-100	12x5 support up to 100 devices annual term
DG-ENT12-250	12x5 support up to 250 devices annual term
DG-ENT12-500	12x5 support up to 500 devices annual term
DG-ENT12-1000	12x5 support up to 1000 devices annual term
DG-ENT-CUST	Customized to customer's needs
DG-ENT-DEV	12x5 support with 10 hours development assistance annual term
ENTERPRISE SUPPORT PACKAGES 24X7	
DG-ENT24-100	24x7 support up to 100 devices annual term
DG-ENT24-250	24x7 support up to 250 devices annual term
DG-ENT24-500	24x7 support up to 500 devices annual term
DG-ENT24-1000	24x7 support up to 1000 devices annual term
ENTERPRISE RF SUPPORT PACKAGES 12X5	
DG-RF-ENT12-100	RF products 12x5 Support up to 100 devices annual term
DG-RF-ENT12-250	RF Products 12x5 Support up to 250 devices annual term
DG-RF-ENT12-500	RF Products 12x5 Support up to 500 devices annual term
DG-RF-ENT12-1000	RF Products 12x5 Support up to 1000 devices annual term
CASE PACKS	
Customers that do not require an annual agreement can order individual Case Packs to access the Digi Support Team.	
DG-TS-ESS	1 case for Digi products
DG-TS-ESS-RF	1 case for Digi RF products

Digi Enterprise Support customers enjoy unlimited, priority access to our support team.

www.digi.com/support
877-912-3444 | 952-912-3444

