Introducing the OcNOS Flex Support Framework

IP Infusion's OcNOS Flex offering is designed to integrate OcNOS on your customized hardware. Maximize your product performance and reliability with IP Infusion's Support Framework for OcNOS Flex, designed to cater to your unique hardware and operational needs. We ensure seamless integration, robust support, and transparent communication for your deployment from pre-production to post-production.

Pre-Production Phase: Tailored Qualification and Testing

1. **Customized Hardware Qualification:** We meticulously qualify OcNOS on your specific hardware to ensure optimal compatibility and performance.
2. **Collaborative Planning:** During the Statement of Work (SoW) phase, we collaboratively establish an acceptance test plan and milestone-based delivery schedule.
3. **Comprehensive Testing:** Our QA team executes both standard OcNOS baseline tests and your bespoke test plans, ensuring all defined network topologies and devices (DUTs) are rigorously validated.
4. **Transparent Reporting:** Detailed test case definitions and results are shared, empowering you to conduct your acceptance tests with confidence.

Post-Production Phase: Empowering Your Support Teams

1. **Expert Training:** We train both our Technical Assistance Center (TAC) team and your team to proficiently support your specific hardware with OcNOS.
2. **Resource Allocation:** Our TAC lab maintains at least two units of each of your product SKUs to ensure efficient and accurate support.
3. **Flexible SLA Options:** Choose from one of our standard OcNOS SLAs or customize an SLA tailored to your specific market needs, with flexible options to suit your business model.

Hot Fixes, Updates, and Upgrades

1. **Timely Hot Fixes:** Receive prompt hotfixes on the General Availability (GA) version of OcNOS, ensuring critical issues are resolved swiftly.
2. **Maintenance Releases:** You can access our regular maintenance releases to keep your systems running smoothly.

Strategic Recommendations

1. **Enhanced Support Services (ESS):** For maximum benefit, we advise utilizing our Enhanced Support Services with at least one dedicated engineer during and up to two years post-SOW completion.
2. **Regular Updates:** Plan for at least one OcNOS update or upgrade annually, integrating this into your SOW to maintain peak network performance and security.
3. **Proactive Updates:** We recommend keeping your GA software within N - 2 versions of the latest release to minimize the need for custom patches.

Choose OcNOS Flex for Unmatched Network Assurance

With the Support Framework for OcNOS Flex, you'll experience robust support, and proactive account management, ensuring your product operates at its best today and into the future. Partner with IP Infusion for a seamless, secure, and superior networking experience.