RUCKUS Customer Success for MDU (Multi-Dwelling Unit) Customers

Empowering and supporting MDU Customers

SERVICE OVERVIEW

Empowering your success throughout your RUCKUS journey

- **24/7 Support:** Responsive and knowledgeable support teams to empower your network management.

- **Professional Services:** Partner with VARs to deliver expert network solutions, driving customer success and optimized performance

- **RUCKUS Training**: Unlock the potential in YOU and become an expert

- **Online Resources:** RUCKUS empowers you to solve problems

- **Partner Network:** Find local experts to help order, install and manage your networks.

At RUCKUS Networks, customer success is dedicated to helping you get the most out of your investment in our networking hardware. We offer comprehensive training programs, professional services, robust online documentation, and opportunities for community engagement to help you fully utilize our products and achieve your business goals. Additionally, our Support group is always available to assist you with any questions or challenges you may encounter. With customer success, you are not just buying a product; you are gaining access to a suite of resources designed to support your long-term success. Rely on us to pair your unique needs with the right resources.

Learn more about how we can help below.

RUCKUS® SUPPORT: TAILORED SOLUTIONS FOR EVERY INSTITUTION

Expert Support: Whether you support a small college or a large university, our experienced RUCKUS engineers provide responsive, knowledgeable assistance to enable your network to run smoothly.

Flexible Support Offerings*:

- **WatchDog™:** Our base-level support with flexible SLAs and technical expertise, ideal for most customers. WatchDog service is included with RUCKUS One®-managed Access Points and ICX® Switches.
- **Bulldog™:** Tailored for mission-critical networks and complex environments, BullDog service offers a more personalized, proactive support experience.
- **Partner Support:** Partners can leverage their unique skills to offer a differentiated support experience. Customers engage directly with partners, while RUCKUS offers behind-the-scenes support to the partner as needed.

https://support.ruckuswireless.com/programs

PROFESSIONAL SERVICES

The RUCKUS MDU Design Assurance Service offers a comprehensive solution to optimize network performance for multi-dwelling unit (MDU) environments. Through meticulous design evaluations and advanced configuration recommendations, the service enables seamless Wi-Fi® and IoT integration tailored

*Terms apply

to the needs of occupants and property management. By focusing on high-density areas and leveraging RUCKUS best practices, this service helps partners deliver reliable, scalable, and sustainable networks while minimizing risks and operational costs. Our end-to-end support networks to meet performance KPIs, enhancing guest experiences and operational efficiency across all property types.

For more information on how RUCKUS Professional Services can benefit your business, please reach out to your RUCKUS Account Manager, Systems Engineer, email us directly at ruckusproservices@commscope.com or visit: https://www.ruckusnetworks.com/professional-services/

TRAINING

RUCKUS Education Services offers technical courses in a variety of formats: On-Demand eLearning training, Remote Instructor-led training (Virtual Class) open to any customer, or Dedicated Private Instructor-Led training (Classroom or Virtual Class) open to a specific customer. A list of available training courses can be found on the RUCKUS Education learning portal at: https://www.ruckusnetworks.com/resources/training-and-certifications/

RUCKUS ONLINE RESOURCES

RUCKUS provides great resources for general reference regarding ordering, configuration, troubleshooting, features and functionality, and so on. Bookmark the items below for easy access in the future.

Online Resources

Resource	Reference Links
RUCKUS Technical Family (RTF)	RTF is more than a community. We welcome all networking technology enthusiasts who want to keep up with the latest innovations and apply them in real-world networking solutions. Check out our webinars, blog posts and more! https://www.ruckusnetworks.com/resources/ruckus-technical-family-rtf/
RUCKUS Community Forums	Ask a question and get help from your peers and RUCKUS experts. If you have questions to ask, problems to report, or other feedback to give, you've come to the right place. Our team does our very best to help as fast as we can. https://community.ruckuswireless.com/
RUCKUS Support Portal	Gain access to license management, KB articles, means to contact support and much more. This portal provides a great centralized search function that will bring up KB articles, datasheets, and forum posts all in one spot! https://support.ruckuswireless.com/
CommScope Online Documentation	Find RUCKUS technical documentation in HTML format. https://docs.commscope.com/
RUCKUS Customer Success Webinars	RUCKUS hosts a series of monthly webinars on topics regarding our subscription products and best practices for our products, all with live Q and A. Join us! https://www.ruckusnetworks.com/ruckus-customer-success-webinars/
RUCKUS Education YouTube Channel	Our RUCKUS Education Services channel has tons of great videos to help answer questions and train new users. https://www.youtube.com/c/RuckusEducationCommScope

PARTNER NETWORK

With our partners, we empower customers to deliver a differentiated level of connectivity and rock-solid user experiences. Learn more about our partner network here. https://www.ruckusnetworks.com/partners/

Need a partner? Find one here: https://gsa.ruckus.support/#/gsa/workflow/find-partner/0

About RUCKUS Networks RUCKUS Networks builds and delivers purpose-driven networks that perform in the demanding environments of the industries we serve. Together with our network of trusted go-to-market partners, we empower our customers to deliver exceptional experiences to the guests, students, residents, citizens and employees who count on them.

RUCKUS®
COMMSCOPE