

# A-CARE SERVICE

## GLOBAL TECHNICAL SERVICES



## Overview of Arista A-Care Services

**Arista A-Care Services** provides **world-class support** to reduce downtime, improve operational efficiency, and protect your infrastructure with our AI-enhanced workflows. A-Care support is customized to meet the needs of any business, from emerging companies to global enterprises, ensuring seamless network performance.



### Unwavering commitment to customer experience

Through close collaboration with our hardware and software leadership, Arista Technical Assistance Center (TAC) proactively advocates for customer needs, upholding the highest standards of service and innovation



### 24x7x365 direct access to a highly skilled expert

With single-touch access to an expert support engineer, you'll always connect directly to an in-house engineer via hotlines or other channels



### Customer Resources

Customer Portal: Centralized platform to open, track, and manage your support cases

Arista Community Central: A dynamic hub of resources featuring an active forum for technical discussions

Software Resources: Access to software downloads, bug portals, release recommendations, and proactive notifications to maintain system stability and security



### Industry-leading support

Arista's +87 NPS score\*, which translates to "World-Class Support," reflects unmatched customer satisfaction in the industry.

## Service Offerings

|  | Services                      | Customer Benefit   |
|--|-------------------------------|--|
|  | Global TAC Support            | Arista's Global Technical Assistance Center (TAC) delivers exceptional support, ensuring customers receive the best service with expert assistance and fast resolutions available around the clock                     |
|  | Advanced Hardware Replacement | Arista offers flexible service options, including 2-hour, 4-hour, Next Business Day, Return-to-Base, and onsite services, ensuring maximum uptime with quick replacements and onsite support for critical requirements |
|  | Software Resources            | Access to software downloads, bug portals, and release recommendations that simplifies IT operations and enhance stability.  |
|  | Value-Added Services          | AVD support, Customer Success Lead (CSL), TAC custom training, and proactive engagement, these additional paid services help in delivering enhanced operational efficiency and tailored solutions                      |



# Global TAC Support



Arista's TAC Global Footprint

## EMPOWERING NETWORKS ACROSS THE GLOBE

Arista Global TAC offers round-the-clock support to address your product needs globally. Whether via email, phone, or the Arista Customer Portal, assistance is always readily available.

### In-House TAC Expertise



All TAC engineers are full-time Arista employees, embedded in Arista's organization and culture. With no outsourced support, customers receive consistent, knowledgeable, and seamless assistance without third-party handoffs or delays

### AI-Enhanced Workflows



Integrated AI tools enable TAC experts to troubleshoot faster, perform predictive maintenance, and provide actionable insights

### Multilingual Support



Assistance is available in multiple languages to support a global customer base

## Key Arista A-Care Support Differentiators

24x7 Response Time  
P1/P2 **Target<5 mins**  
P3/P4 **Target<15 mins**

One EOS Enables  
Faster Support

Root Cause  
Analysis

Single Touch  
Access to TAC  
Subject Matter  
Experts

Seamless Integration  
with Engineering

Real-Time Live  
Support

CloudVision for  
efficient  
troubleshooting

Customer Advocates  
driving Product  
Enhancements



## Advanced Hardware Replacement

A-Care Service offerings provide worldwide RMA and advanced hardware replacement with flexible options to meet operational needs.

### Service Level descriptions



**2-Hour Replacement:** Fastest possible delivery of replacement parts, maximizing uptime for the most demanding applications. A replacement unit is delivered within two hours of RMA approval.



**4-Hour Replacement:** A replacement unit is delivered within four hours of RMA approval, ensuring continuity in mission-critical environments.



#### Next Business Day (NBD):

Rapid hardware replacement is delivered by the next business day to ensure minimal downtime.



#### Return-to-Base (RB):

Customers return the faulty unit, and Arista ships a replacement using standard delivery methods. This cost-effective option is ideal for non-urgent scenarios.



#### Onsite Services:

A trained engineer arrives at your location to install the replacement unit, manage RMA logistics, and ensure seamless deployment. Available with Next Business Day and 4-Hour service levels

|                                  | A-Care Return-to-Base | A-Care Next Business |                   | A-Care 4-Hour |                 | A-Care 2-Hour |
|----------------------------------|-----------------------|----------------------|-------------------|---------------|-----------------|---------------|
|                                  | Shipment              | Shipment             | Onsite Services   | Shipment      | Onsite Services | Shipment      |
| Unlimited 24x7 TAC Access        | Yes                   | Yes                  | Yes               | Yes           | Yes             | Yes           |
| Software Download                | Yes                   | Yes                  | Yes               | Yes           | Yes             | Yes           |
| Online Case Management           | Yes                   | Yes                  | Yes               | Yes           | Yes             | Yes           |
| Arista Community Central         | Yes                   | Yes                  | Yes               | Yes           | Yes             | Yes           |
| Advanced Replacement of Hardware | Yes                   | Yes                  | Yes               | Yes           | Yes             | Yes           |
| RMA Service Level                | Standard Delivery     | Next Business Day    | Next Business Day | 4-Hour        | 4-Hour          | 2-Hour        |
| RMA Installation                 | Self                  | Self                 | Arista Tech       | Self          | Arista Tech     | Self          |

Our complete list of [service depots](#).



## Software Resources

| Resource                 | Description  |
|--------------------------|--|
| Software Upgrades        | Access to the software download section where you can obtain new software maintenance releases, as well as new feature releases.   |
| Notification Service     | Proactive notifications for major software and hardware issues, including Field Notices and Security Advisories, subscribed through arista.com and CloudVision                           |
| Release Recommendations  | Access to software release recommendations for help in picking the most appropriate software version for your environment  |
| Bug Portal Access        | Access to the Arista Bug Portal for reviewing known caveats and associated details   |
| Online Case Management   | Customer Portal to create new cases, provide updates, and upload necessary files in a secure manner  |
| Arista Community Central | An online community platform offering resources, tools, and support for customers, partners, and users to learn about Arista products, connect with experts, and engage with other users |
| Escalation Management    | Direct access to TAC leadership, manager callbacks for seamless operations and assistance, if required   |
| TAC Webinar              | Access to technical content and webinars for continuous learning focused on troubleshooting scenarios for our existing and future customers  |
| Self-Help Resources      | Self-help tools such as TAC Quick Assist, MLAG & CV upgrade guidance, Feature Support Matrix, and Syslog Analyzer provide faster troubleshooting guidance                                |



## Value-Added Support Services

These additional paid services enhance the A-Care experience, providing deeper operational efficiency, proactive management, and personalized support solutions.

| Services                    | Description   |
|-----------------------------|---|
| AVD support                 | Arista's Validated Designs (AVD) are design principles consumable as code, providing a continuous design framework.   |
| Proactive TAC               | Predictive solutions harnessing the power of CloudVision, EOS, and Streaming Telemetry, this service allows you to anticipate and prevent network issues before they impact your operations |
| Customer Success Lead (CSL) | Focal point for escalation management, periodic statistical reporting of trends, and point person for customer satisfaction in the post-sales realm   |
| TAC Custom Training         | Customized training programs tailored to customer needs focused on troubleshooting topics   |



## Ordering Information

| Product Number                   | Description   |
|----------------------------------|---|
| SVC-xxxx-1M-RB                   | A-Care Return-to-Base Services  |
| SVC-xxxx-1M-NB                   | A-Care Next Business Day Services   |
| SVC-xxxx-1M-4H                   | A-Care 4-Hour Services  |
| SVC-xxxx-1M-2H                   | A-Care 2-Hour Services  |
| OSV-xxxx-1M-NB or OSV-xxxx-1M-4H | A-Care Onsite Services  |
| SVC-AVD-SWITCH-1M                | 1-MonthA-CareAnsibleAVDsupportfor1AristaEOS-based switch 10G+FixedandModularPlatforms |
| SVC-AVD-G-SWITCH-1M              | 1-MonthA-CareAnsibleAVDsupportfor1AristaEOS-basedSwitch 1G/mGFixedandModularPlatforms |
| SVE-PROACTIVE-TAC                | Proactive TAC through CloudVision as a Service  |
| SVE-TAC-CSL-1Y                   | TAC Customer Success Lead 1 Year  |
| SVE-TAC-CSL-FP                   | TAC Customer Success Lead Fixed Price   |
| SVE-TAC-CUSTOM-TRAIN             | TAC Custom Training   |

# Why A-Care?

A-Care is a comprehensive support solution that ensures network reliability, software stability, and seamless hardware replacement—all with direct access to expert engineers. It's designed to maximize uptime, mitigate risks, and deliver best-in-class customer service through a unique blend of technical expertise, proactive risk management, software upgrades, and global hardware support.

- **Industry-Leading NPS:** Arista's **+87 NPS score** reflects unmatched customer satisfaction in the industry. This high score is a testament to the quality of our service and the satisfaction of our customers, giving you confidence in our ability to meet your needs.
- **Global Services with Premium Support:** Direct access to expert TAC engineers (akin to Tier 3 level), single-tier support, and global RMA coverage.

|                                  | Limited Hardware Warranty                   | A-Care Services   |
|----------------------------------|---|---|
| TAC Support                      | -   | 24x7x365  |
| Software Downloads               | -   | Unlimited   |
| Online Case Management           | -   | ✓   |
| Arista Community Central         | -   | ✓   |
| Advanced Replacement of Hardware | -   | ✓   |
| RMA Service Levels               | 1-Year Limited Warranty (Return to Factory) | Next Business Day, Return to Base, 4 Hours 2 Hours Service Levels |
| Onsite Hardware Replacement      | NO  | Optional  |
| Extended Services                | -   | 1-Year or 3-Year Service Options                                  |

## Regulatory Compliance & Data Protection

A-Care is designed to align with industry regulations and best security practices, ensuring customers meet their compliance requirements while maintaining robust data protection.

- **Security & Compliance Standards:** Arista follows industry-leading security frameworks, including NIST CyberSecurity Framework to meet our security and regulatory requirements. Our cloud services are audited to SOC2 Type 2 standards.
- **Certified Infrastructure:** Arista utilizes ISO 9001 and ISO 27001-qualified data centers and cloud services, ensuring high standards of security, reliability, and data management. Additionally, all Arista colocation services meet ISO 14001 environmental standards.
- **Data Encryption & Protection:** Customer data is safeguarded using NIST-recommended encryption standards, including TLS 1.2 (or higher) and AES-128 or AES-256 encryption for data at rest and in transit.
- **Access Control & Separation:** Logical controls are applied at all stages to maintain separation of customer data, with centralized access management and regular security and access reviews across the organization.

For questions, please contact your Arista Sales representative.  
All service offerings described in this document are subject to Arista's Master Services Agreement available at <https://www.arista.com/assets/data/pdf/MasterServicesAgreement.pdf>.  
Arista's Limited Warranty is available at <https://www.arista.com/assets/data/pdf/Warranty.pdf>.  
[\\*Arista NPS Survey July 2024](#)

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