

# D-Link Professional Services, On-Site and By Your Side.



## Introducing D-Link Professional Services - Your Trusted Network Experts

At D-Link, our primary objective is to offer unparalleled assistance in acquiring the most cost-effective and tailored solutions for the unique environment of each of your customers' sites or businesses. Whether you require a Network Infrastructure refresh, Surveillance upgrade, Wi-Fi add-on, or a comprehensive clean-sheet design, rest assured, we have both the experience and the skillset to ensure a successful outcome for your project.

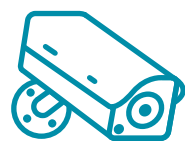
With a dedicated team of technical experts, we are here to provide you with exceptional support throughout the entire implementation process, from initial design through to the final installation and testing. Furthermore, our **D-Link Warranties and Next Business Day Advance Replacement Program** have been specifically designed to not only minimise downtime but also deliver prompt and reliable service and repairs over the entire lifespan of our products. Allow us to guide and assist you in finding the perfect networking solution tailored to meet your precise requirements.



Wi-Fi Coverage and  
Performance Analysis



Best Practices & Deployment  
Recommendations



Comprehensive  
Surveillance Solutions



Step-by-Step  
Product Configuration



Detailed Site Survey  
Report

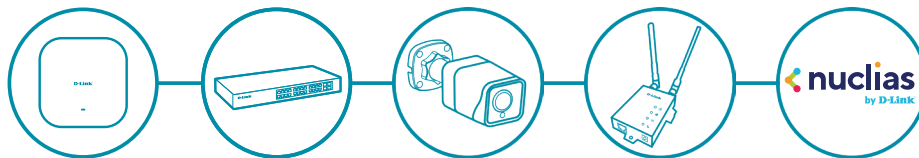


Next Business Day  
Advance Replacement

## D-Link Has Got You Covered.

1300 700 100 | [dlinkbusiness.com.au](https://dlinkbusiness.com.au)





## The D-Link Difference

D-Link, a Global leader in Networking since 1986, and for more than 25 years in Australia, has the expertise, resources and track record to support you and your customers' business growth. With local case studies across nearly every vertical, from Education, Aged Care, Manufacturing, Health, Entertainment, Industry, Retail and the Arts, D-Link is proud to provide Industry leading solutions across our Business Class Networking range, including Wireless, Switching, Surveillance, Security, 4G/5G, combined with SD-WAN and Cloud-based Management platforms.

Over and above these business grade hardware and software solutions, D-Link also offers **Professional Services and Support Options** to ensure your complete peace of mind, knowing that our team is here to support you every step of the way.

Professional Services Options	Purpose and Benefits
Network Assessment	The first step to ensure a successful outcome is to complete a <b>Network Assessment</b> in order to understand the current environment and needs of your customers' business, as well as plans for future growth. Once completed, D-Link can use this information to provide a blueprint with the best recommendations to align to these requirements, as well as factoring in the allocated budget available.
Network Security Audit	Defines and Reports on potential vulnerabilities in policy and implementation to make recommendations on enhancing <b>Network Infrastructure Security</b> .
Wireless Site Survey, Planning, Design and Implementation	Provides a detailed <b>Wireless Network Site Survey Report</b> in order to ensure the highest performance from your customers' Wi-Fi infrastructure. The report includes Business and Site requirements, Wi-Fi Coverage heatmaps, RF interference pattern maps, Suggested Hardware locations, Network topologies, Configuration and Optimisation details and a complete Bill of Materials to support the recommendations offered.
IP Surveillance Site Survey, Design and Implementation	Provides a detailed <b>IP Surveillance Site Survey Report</b> to ensure the businesses Onsite Security or Monitoring requirements are met. This report includes Sitemaps, Suggested Hardware and Camera mounting recommendations, Configuration & Optimisation details, Storage requirements and a complete Bill of Materials to support the recommendations offered.
Network Solutions	Based on the various Site Survey or Audit recommendations, D-Link can offer a wide range of cost-effective solutions to that can cover single / multi-site or single / multi-vendor environments. Our experienced Pre-Sales team can assist with integration of new hardware into an existing deployment, or an entirely new bespoke solution for specific customer needs.
Remote Consulting and Configuration	D-Link's team of Pre-Sales Engineers and Technical Support staff are available to assist remotely with Technical consultation, Hardware selection criteria as well as Advanced configuration requirements.
Technical Support	D-Link Australia provides a <b>dedicated Priority Support line for Partners</b> during business hours (09:00-17:00 AEST) Monday-Friday to assist you free of charge for the life of the product. This support covers installation / configuration assistance and technical queries.
Lifetime Warranty with Advance Next Business Day Replacement	All D-Link Commercial / Business products include a <b>Lifetime Warranty at no additional cost</b> to the end-user. D-Link also <b>offers partners Advance RMA support</b> with next business day delivery (where possible), firmware updates and Technical Support for up to 5 years after the End of Life (EoL) date for that product.

## Contact Us

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Partner Priority Support

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