H3C International Project Delivery Basics knowledge

H3C Oversea Business Map

With representative office

With project and service coverage

Kazakhstan
Switzerland
Mongolia
Korea
UK
Ukraine
Ireland
Russia
Germany
France
Canada
Spain
USA
Roumania
Turkey
Bulgaria
Japan
Egypt
Thailand
UAE
India
Philippines
Mexico
Nigeria
Vietnam
Pakistan
Malaysia
Bengal
Singapore
Myanmar
Angola
Indonesia
Australia
South Africa
Chile

International business

15 representative offices (in Russia, Malaysia, Japan, Pakistan, Indonesia, Thailand, Kazakhstan, Turkey, Singapore, South Africa, Mexico and Philippines, Spain, UAE, Vietnam…)

End-to-end capability in market development, project delivery and service support

Overseas business of Chinese enterprises

Actively participates in the Belt and Road Initiative, adopts experiences of H3C's domestic successful cases, builds joint solutions, and empowers digital transformation overseas

Participates in the overseas projects of Chinese enterprises, and has the branding influence and capability of project delivery

Service capability coverage

200+ overseas major cities, and 121 countries or regions

29 spare parts stores

Course targets

After taking this course, you will be able to

☐ **H3C International Project Delivery**
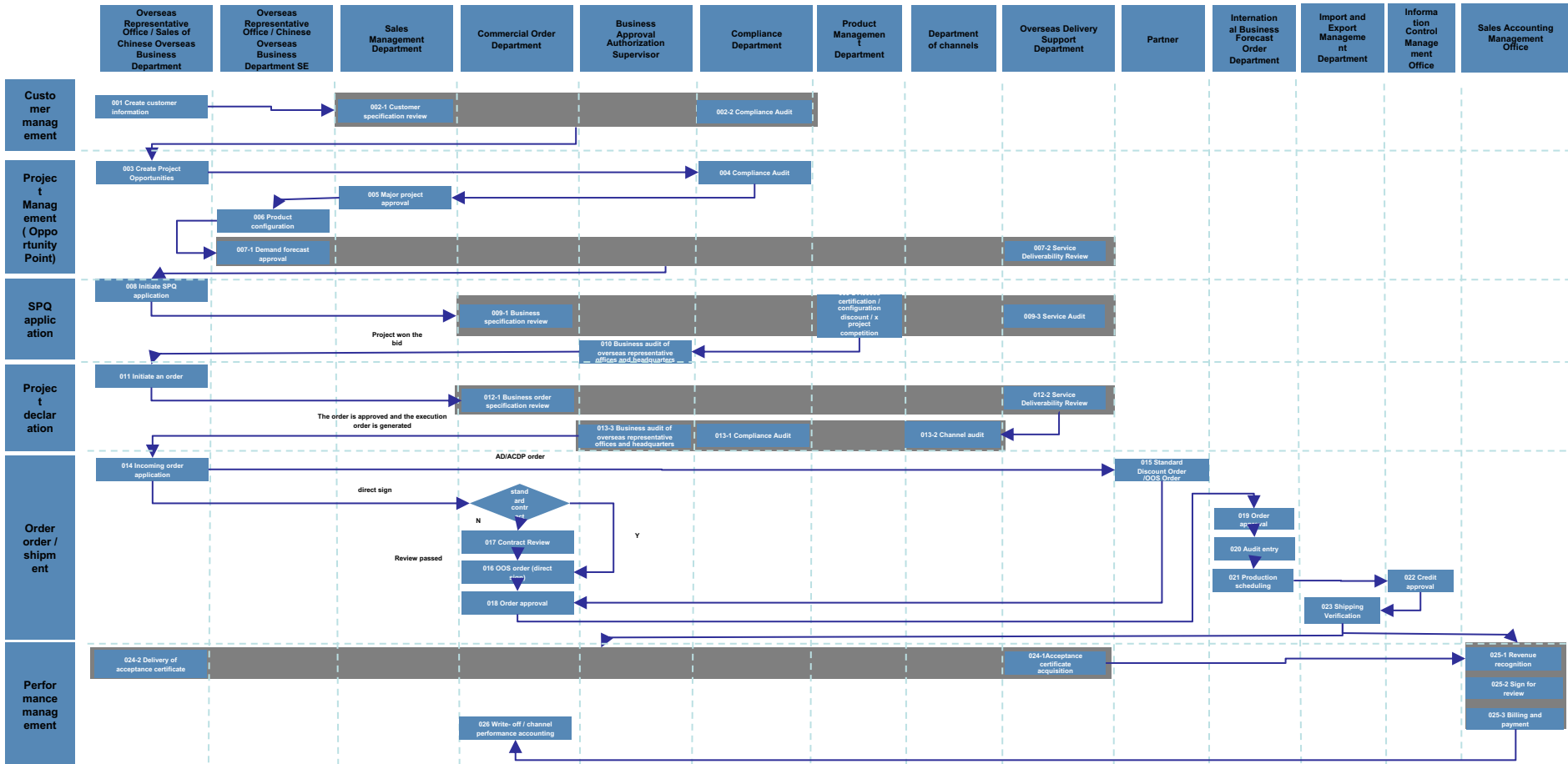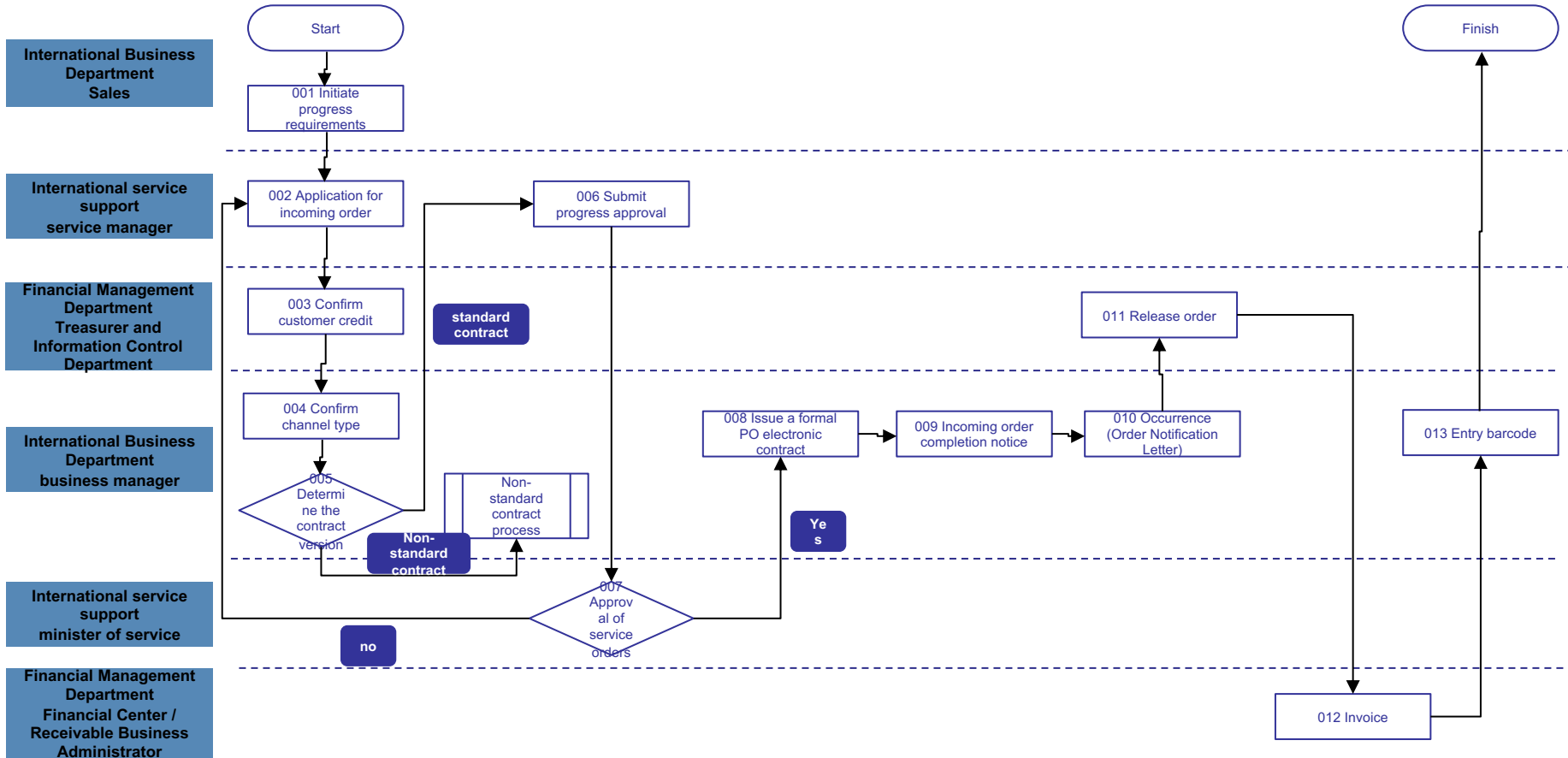
Basics knowledge

01

Basic knowledge

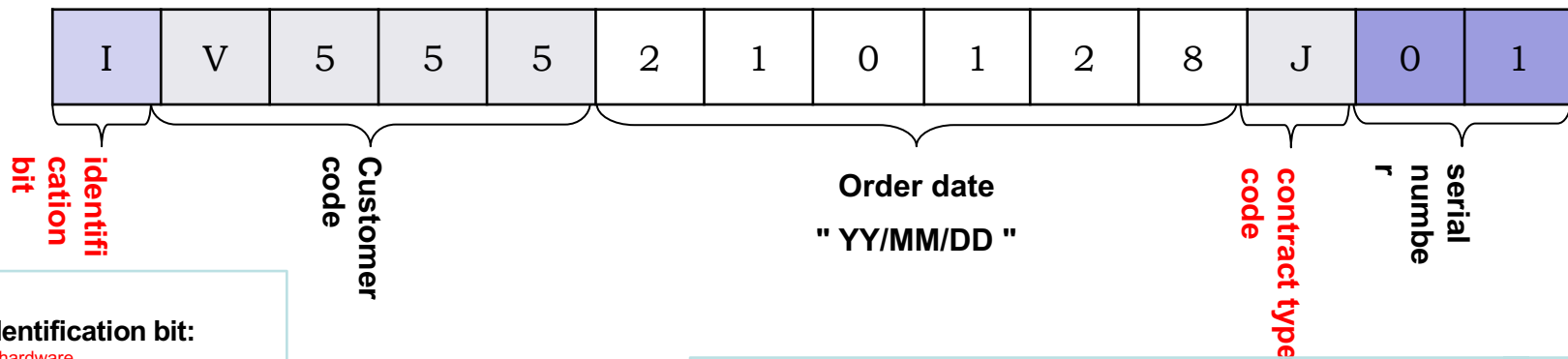# International Business Sales Management End-to-End Process

H3C

Column headers:
- Overseas Representative Office / Sales of Chinese Overseas Business Department
- Overseas Representative Office / Chinese Overseas Business Department SE
- Sales Management Department
- Commercial Order Department
- Business Approval Authorization Supervisor
- Compliance Department
- Product Management Department
- Department of channels
- Overseas Delivery Support Department
- Partner
- International Business Forecast Order Department
- Import and Export Management Department
- Information Control Management Office
- Sales Accounting Management Office

Row: **Customer management**
- 001 Create customer information
- 002-1 Customer specification review
- 002-2 Compliance Audit

Row: **Project Management (Opportunity Point)**
- 003 Create Project Opportunities
- 004 Compliance Audit
- 005 Major project approval
- 006 Product configuration
- 007-1 Demand forecast approval
- 007-2 Service Deliverability Review

Row: **SPQ application**
- 008 Initiate SPQ application
- 009-1 Business specification review
- 009-2 certification / configuration discount / x project competition
- 009-3 Service Audit
- Project won the bid
- 010 Business audit of overseas representative offices and headquarters

Row: **Project declaration**
- 011 Initiate an order
- 012-1 Business order specification review
- 012-2 Service Deliverability Review
- The order is approved and the execution order is generated
- 013-3 Business audit of overseas representative offices and headquarters
- 013-1 Compliance Audit
- 013-2 Channel audit

Row: **Order order / shipment**
- 014 Incoming order application
- AD/ACDP order
- direct sign
- stand ard contr
- N
- 017 Contract Review
- Review passed
- 016 OOS order (direct sign)
- Y
- 018 Order approval
- 015 Standard Discount Order /OOS Order
- 019 Order approval
- 020 Audit entry
- 021 Production scheduling
- 022 Credit approval
- 023 Shipping Verification

Row: **Performance management**
- 024-2 Delivery of acceptance certificate
- 024-1 Acceptance certificate acquisition
- 025-1 Revenue recognition
- 025-2 Sign for review
- 025-3 Billing and payment
- 026 Write- off / channel performance accounting

Service Order Process

International Business Department Sales

International service support service manager

Financial Management Department Treasurer and Information Control Department

International Business Department business manager

International service support minister of service

Financial Management Department Financial Center / Receivable Business Administrator

Start

Finish

001 Initiate progress requirements

002 Application for incoming order

006 Submit progress approval

003 Confirm customer credit

standard contract

011 Release order

004 Confirm channel type

008 Issue a formal PO electronic contract

009 Incoming order completion notice

010 Occurrence (Order Notification Letter)

013 Entry barcode

005 Determine the contract version

Non-standard contract process

Ye s

Non-standard contract

no

007 Approval of service orders

012 Invoice

Equipment Contract Number Naming Rules

H3C

For example: IV555210128J01 , a total of 14 bits, the specific writing rules are as follows:

I	V	5	5	5	2	1	0	1	2	8	J	0	1

identification bit

Customer code

Order date

" YY/MM/DD "

contract type code

serial number

Identification bit:
I : hardware

Contract Type Code :
J : Standard discount
S : CT product
W : IT products
T : loan write-off
F : Distribution
A : NEC

No.1: Equipment contract identification (letter);
No. 2-5 : customer code (required to be consistent with the ERP system);
No. 6-11 : The date of signing the service contract, in the order of year, month, and day (numbers)
No. 12: contract type code (letter);
No. 13-14: serial number (number);

Service Contract Number Naming Rules

For example: E1K43210416H01 , a total of 14 bits, the specific writing rules are as follows:

E	1	K	4	3	2	1	0	4	1	6	H	0	1

- identification bit
- Customer code
- **Order date** "YY/MM/DD"
- contract type code
- serial number
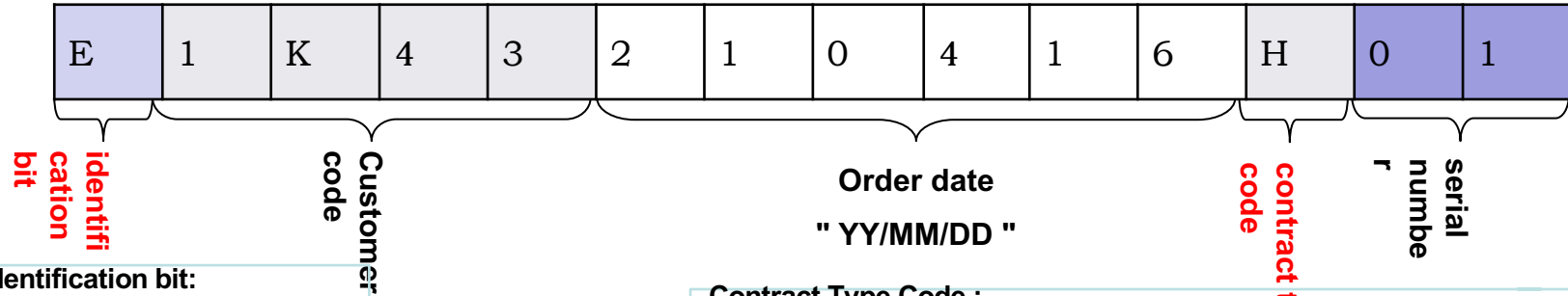
Identification bit:
F : Domestic service order
 S : Hong Kong service order
 E : International service order
 k : Large customer service order
 W : Kunhai resale self-developed server service order

No.1: digit area code (letter)
No. 2-5 : customer code (required to be consistent with the ERP system);
No. 6-11 : The date of signing the service contract, in the order of year, month, and day (numbers)
No.12 : contract type code (letter);
No. 13-14 : serial number (number);

Contract Type Code :
Q : Service orders sold separately
 H : Sales service order with item
 P : PCS Sales Service Order
 A : Spare parts service order (including repair + spare parts one time)
 T : Training service order (a separate order that only includes training content, such as when training is sold together with other content, it is coded as sold separately or with the item)
 B : Service order with accessories
 R : Service order refund (when the service is refunded, the contract number is changed, and only when the change is made, the contract number remains the same as the original contract number)
 D : ASC annual maintenance service
 W : Fusion service sales
 X : Free maintenance service
 Y : Spare parts service gift
 M : Gift of professional services
 N : Gift of training services
 U : Fusion sales order service part
 V : Fusion sales order product part
 G : Gold (CT) service order
 S : Self-developed server service order

Service BOM Rules

Category   **Sub class**   **Sequence number**

Category: 88 - Services
Subclass: 12 ——Engineering service; 13 ——Maintenance | Warranty; 14 ——Special service
Sequence number: automatically generated by the PDM system following 36 hexadecimal

	version number	Recommended name	Definition
8812	001	engineering service	Used for engineering service coding, including engineering implementation and engineering supervision services.
8813	001	Maintenance	Warranty	Services for product maintenance and security.
8814	001	Special service	Product-related professional services.

Device BOM Rules

Device BOM Beginning Rules	
0235	Main equipment
0231	Components such as fans / power supplies, memory, etc.
9801	Main equipment (ODM)
9803	Components such as fans / power supplies, memory, etc.(ODM)
0150	Bonding, host plus external power supply, common safety equipment
0404	Cable
3130/3132	Authorization letter/Software license
0303/0302/0301	Board
2150	Hanging ear

H3C Switch Naming Rules

H3C S 5 5 60 -30 C- EI

A B C D E F G H

- ■ A (product brand)
- ■ B (Product Family)
  - • S – Switch
  - • SR – Service Router
- ■ C (Sub-Product Family)
  - • 9 – Core Chassis Switch
  - • 7 – High-end chassis switches
  - • 5 – Gigabit Box Switch
  - • 3 – 100M downstream box switch

- ■ D (whether it is a routing switch)
  - • >=5 – routing switch
  - • <5 – Layer 2 switch
- ■ E (distinguishes multiple series of the same class)
- ■ F (number of available ports)
- ■ G (upstream interface type)
  - • C – Expansion slot upstream
  - • P – Gigabit SFP optical port upstream
  - • T – Gigabit copper port upstream

- ■ H (business characteristics)
  - • EI – Enhanced
  - • SI – Standard
  - • PWR-EI – Enhanced with PoE
  - • PWR-SI – Standard with PoE

H3C Device Barcode Rules

① Commonly is a 20 -digit starting with 21 , such as: 21 9801A12T 9207Q000WG (the red font is the device BOM)

② There are also 16 -bit barcodes: 024023 101C000050 , 032750 101C000017 (The red font is the last 6 digits of the device

③ Virtual barcode, the supply chain system has no shipment records, does not support external query and maintenance, and has no meaning of delivery.

Special Note:
1) Supply chain shipments without physical objects: XP0235A1SAS163409830 (rare)
2) Sales report without barcode: 21191225XNTM001789 (XNTM= virtual barcode)

① HPE barcode keywords
CN , AY , TW , PR , PG , DE , 7CE , 6CU , 5C , 4C , 2M …
Common 10 -bit, such as: 6CU636WK70 , ACM035T106
When the repair material is shipped for the second time, the system will automatically attach the _02 value to the first shipment.
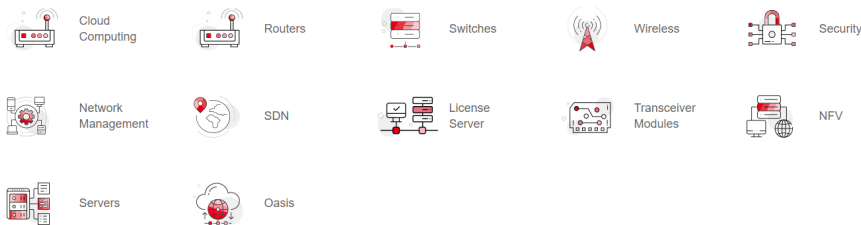
International Shipping Cycle

Shipping HUB	Origin	Destination	Nation	Area	Shipping method	Port to Port Shipping Cycle	Shipping method	Port to Port Shipping Cycle
Hangzhou	Shanghai	Tokyo	Japan	Asia Pacific	By air	4	By sea	8
		Incheon	South Korea			4		8
		Singapore	Singapore			4		11
		Jakarta	Indonesia			3		14
		Mumbai	India			4		24
		Bangkok	Thailand			3		14
		Kuala Lumpur	Malaysia			3		14
		Pullyland	the Philippines			3		14
		Haiphong	Vietnam			3		14
		Almaty	Kazakhstan	Central Asia		5		Sea-rail combined transport 30
		Ankara	Turkey			5		30
		Dubai	United Arab Emirates	Middle East		4		19
		Islamabad	Pakistan			4		14
		Frankfurt	Germany	Europe		5		36
		Amsterdam	Netherlands			5		32
		London	U.K.			5~8		35
		Madrid	Spain			5~8		35
		Lisbon	Portugal			5~8		37
		Prague	Czech			5~8		Sea-rail combined transport 40
		Moscow	Russia			4		Sea-rail combined transport 40
		New York	U.S.	America		6		34
		San Francisco	U.S.			6		20
		Toronto	Canada			6		20
		Mexico City	Mexico			6		28
		Rio de Janeiro	Brazil			7		35
		Johannesburg	South Africa	Africa		6		35
		Luanda	Angola			6		35

Product Service Support Center

H3C

Resource Center

	S9820-8C	Search

Cloud Computing	Routers	Switches	Wireless	Security
Network Management	SDN	License Server	Transceiver Modules	NFV
Servers	Oasis			

Policy

Service Bulletin
Learn More →

Product Life Cycle Management Strategy
Learn More →

Channel Service
Learn More →

Service and Warranty
Learn More →

Online Help

License Service
Learn More →

Barcode Anti-Counterfeiting Query
Learn More →

Web to Case
Learn More →

H3C Service App
Learn More →

Warranty Query
Learn More →

Service Hotlines
Learn More →

Repair & Replace
Learn More →

Security Vulnerability Announcement
Learn More →

https://www.h3c.com/en/Support/

Product Lifecycle Management

H3C Product Lifecycle Management Strategy

	Sale Date End of	1st year	2nd year	3rd year	4th year	5th year
End of Sale Announcement		New Service Contract of Product				
		Renewal Contract of Product (hardware)				
		Support and Renewal Contract of Business Application				
		Support for Network Operation System				
		Customer Support Service				
		Support for Hardware Maintenance and Replacement Services				
	End of Sale Date	Termination of Signing New Service Contract	End of Support for Business Application and Network Operation System		Termination of Renewal Contract	End of Service Date

https://www.h3c.com/en/Support/Policy_Dynamics/Management_Strategy/

Overseas Basic Service Products Family Portrait

H3C

system availability →
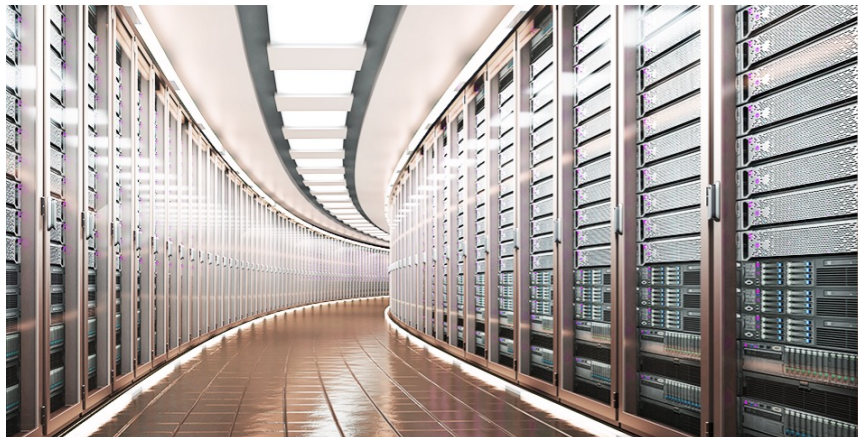
On-site technical support service

Remote technical support

Spare Parts Support Service

Software Support Services

Online support service

7x24x4
engineer
4 hours on-site
service

5x9xNBD
engineer
On-site
service the
next day

7x24x4
Field Service

7×10xND
Field Service

5x9 NBD
Field Service

7×24×4
Spare parts
arrive in 4
hours

7×10xND
Spare parts
delivery

5×9×NBD
Spare parts
delivery

Spare parts
non-return
service

Spare parts
non-return
service

7×24×4
Spare parts
arrive in 4
hours

7×10xND
Spare parts
delivery

5×9×NBD
Spare parts
delivery

H ³ Care CT Basic Services
Basic responsive service with spare parts replacement

H ³ Care CT Basic Field Service
Fast and efficient on-site service to ensure quick repair of user systems

H ³ Care IT Basic Field Service
Fast and efficient on-site service to ensure quick repair of user systems

7X24 remote technical support

Remote Technical Service (SLA)

H3C service support →

Network, Cloud, Software & Security

Compute & Storage

CT Product Factory Warranty

CT Product Category	Product			Duration	Warranty SLA
	Type	Model	Overseas plans to release product models		
Networking Product	SOHO Switches	S1200/1850/S5000V3		5 Years	9×5×NBD-s (Spare parts ship)
	Router	Router(SR6600/SR6602/MSR5600/MSR3600/MSR2600/MSR830/MSR810 Series)	MSR3610/MSR2630/MSR1104/CR1600/SIC-4G/HMIM/ER3200/ER3208/ER3260	1 year	
	Switches	Switches(S12500X/S12500G/S9820/9850/6850/6890/6860/6800/6805Series;S10500X/S7500X/7500E/S6520XS/IE4300 series)	7503/7506/7510//6880/6812/6813/6550		
	WLAN-AC	WX5860/WX3840/WX3820H/WX1840/WX1800 series	WX2880/WX2860		
Security Product	Firewall	F5000/F1000 Series	M9000/F100		
Networking Product (with Limited lifetime warranty)	WLAN AP	WA5xxx/WA6xxx serials		5Years	Limited Lifetime Warranty SLA Basic 9x5 10BD-Ship service
	Campus & SMB Switch	5560X/5560S/5130S/5120v2/3100V3 Series	5580/5570/5170		
Networking software Product	IMC/Director/Controller			90days	SW media replacement only
Notes: CT Option: CT accessory products other than the host , such as optical modules, power modules, etc.				1 year	9×5×NBD-s (Spare parts ship)

IT and Cloud Data Products

IT Product Category	Product		Duration	Warranty SLA
	Type	Model		
Enterprise server / IT options	Rack Servers	R4900/4700 /R6700/R4300 G3, 4700/4900/6900 G5	3Year	H3Care IT Foundation
	IT accessories other than the host HDD, Memory, HBA card, etc.			Parts Exchange or Support by Hardware Only parts are sent for repair or with the host warranty

YunshuProduct Category	Product		Duration	Warranty SLA
	Type	Model		
Cloud&AI Svc. Pro	Cloud	CloudOS/CAS/OneStor/ UIS/VDI related software	90days	SW media replacement only
	VDI-C113L+ Hardware		3 years	$9\times5\times$NBD-s (Spare parts ship)
	UIS Cell 3000 G3			9x5xNBD-s On-site

One-click Query of Overseas Service and Maintenance Policies

Warranty Service

Enterprise Product Limited Warranties

Enterprise Product Warranty Policy

https://www.h3c.com/en/Support/Policy_Dynamics/Enterprise_Product_Warranty/

Technical Support Service

H3C ICT Product Support Services offers H3Care CT foundation service and H3Care IT Foundation service that perform continuous and reliable maintenance services based on the Service Level Agreements (SLAs) you choose.
H3Care ICT Foundation services provides maintenance service for customers. With these services, H3C responds to your technical requests for remote troubleshooting and advance hardware replacement in the shortest possible time.

H3Care Foundation Service

Overseas ASP Star Certification

For both market channels and service channels, H3C provides two means of certification: H3C Technical Certificates and H3C Credits Program. Each is available for every channel.

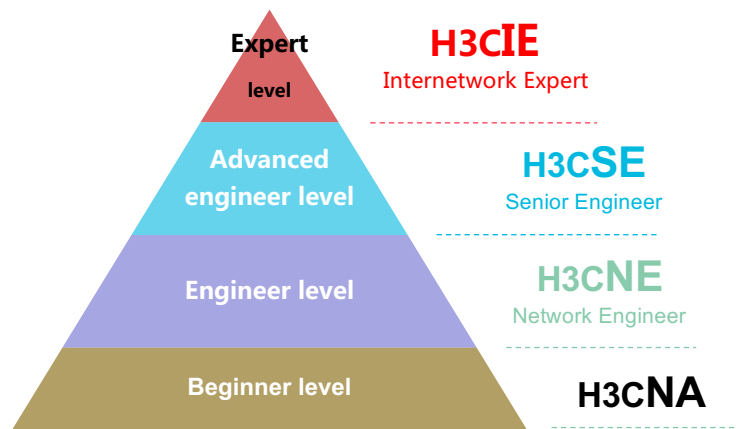**Requirements for After-sales Certification Engineers**

Certification Description	Four-star	Three-star	Two-star
H3C Certified Network Engineer (H3CNE)	2	2	2
H3C Certified Senior Engineer (H3CSE)	2	1	
Project Management Professional (PMP)	1		
Min. number of personnel	4	3	2
Min. number of Named Engineer	2	1	

Requirements for service support platform

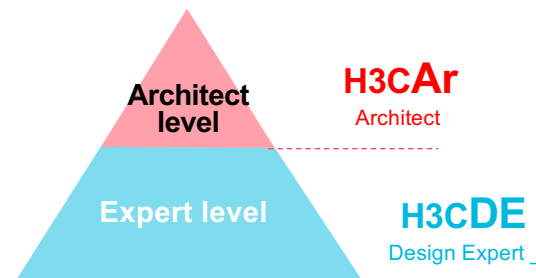| Inspection Items	Four-star	Three-star	Two-star
After-sales service hotline	7×24	7×24	5×8
E-mail	√	-	-
Service Manager	√	√	√
Tracking system and handling process of customer issues	Automatic	Manual	
Participation in service-related training, meetings, and forum organized by H3C within one year after obtaining certification	3	2	1

https://www.h3c.com/en/Support/Policy_Dynamics/Channel_Service/

H3C Certification System

H3C Technical Certification System

Expert level

H3CIE
Internetwork Expert

Advanced engineer level

H3CSE
Senior Engineer

Engineer level

H3CNE
Network Engineer

Beginner level

H3CNA

Thematic Certification System

Specialist

H3CS
Specialist

Architecture Certification System

Architect level

H3CAr
Architect

Expert level

H3CDE
Design Expert _

Digital infrastructure							Cloud and Intelligent Platform		Initiative Safety	Unite Operation and maintenance
routing exchange	new network	wireless	Internet of Things	wisdom calculate	intelligent storage	data center	cloud computing	Big Data		

Industry Solutions		
Network and Security	compute and storage	application protection

IT systems

SN	System name	System functions	System link	System owner
1	POC test	Overseas pre-sales test process	http://bpm01.h3c.com/	Li Lingmei
2	Iconfiguration	Service configuration	https://iconfig.h3c.com/iconfig/Index	Yu Yong
3	IPMS	Deliverability Review	https://h3c.lightning.force.com/lightning/page/home	Lin Xiaoping
4	IPMS	SPQ decision	https://h3c.lightning.force.com/lightning/page/home	Zhang Yun
5	OSS	Agent to place an order	https://ordering.h3c.com	supply chain
6	SOSS	Solutions entrusted to electronic flow	https://ibpm.h3c.com/bpm/r?wf_num=h3c08N068	SE
7	SIP	service order	http://sems.h3c.com/sip	Zhang Yun
8	ISLH	Working hours application	https://islh.h3c.com	Zang Linjing
9	SLH	Major project management	https://slh.h3c.com	Li Chen
10	SPMS	Spare parts support	https://spms.h3c.com or https://rma.h3c.com	Wang Tianli
11	SPOS	Overseas training and subcontracting system	http://spos.h3c.com	Zhao Jing
12	web to case	Question sheet	https://www.h3c.com/en/Support/Online_Help/Web_to_Case/	Yun bowen
13	OCMS	online question form	https://login.salesforce.com/	Yun bowen
14	OSRE	Electronic flow of overseas service requirements	http://ibpm.h3c.com/bpm/r?wf_num=h3c56N005	Zhang Shengnan

02 Products & Solutions

H3C Switches

Data Center Switches

Core

S12500X-AF Series   S12500G-AF Series

Core/Aggregation

S9820 Series   S9850 Series   S6850 Series   S6825 Series

Access

S6805 Series   S6890 Series   S6860 Series   S681X Series

Campus Switches

Core

S10500X-G Series   S10500X Series

Core/Aggregation

S7500X-G Series   S7500X Series   S6520X Series   S5590 Series   S5560 Series

Campus Switches

Core

S5570 Series   S5170 Series   S5130 Series   S3100 Series

SOHO Switches

5120 Series   5000 Series   1850 Series

Industrial Switches

IE Series

H3C Routers

Enterprise

Core

CR16000 Series

Aggregation

SR6600 Series

Branch

MSR810/830/2600/3600/5600 Series

Carrier/Service Provider

Backbone

P/PE

MAN

SR/BRAS/5G IPRAN

CPE

CPE   uCPE   vCPE

ICT Convergence Gateway

MSR3610-I-DP   SR6602-I

MSR3610-IE-DP   SR6602-IE

SOHO

MSR810/830 Series

Virtual Gateway

vSR

H3C WLAN Products

Wireless Wireless Controller

High-end Access Controller Series

vAC | WX5860H | WBC

WX3840H | WX3820H

AC Gateway and AC Card Series

WX1840H | WX1820H | WX1810H-PWR

WX1804H-PWR | AC Cards

New Generation AC Products

WX2812X | WX2860X/80X

WX3820X/40X | WX5860X

Wireless Access Points

Wi-Fi 6 High-end AP Products

WA6628 | WA6622 | WA6638

Mid-low End Economical AP Products

WA6636 | WA6528i | WA6330 | WA6320 | WA6320H | WA530/cloud

Wi-Fi 7 Product

WA7638

Wireless Access Points

New 11ax AP Products

WA6636 | WA6528i | WA6526 | WA6526E | WA6520 | WA7638

Railway AP Products

WA6628X | WA6628E-T

Wi-Fi 6 Outdoor AP

WA6620X | WA6630X

H3C Security

Situation Awareness

Security Management

Security Management Platform

Security Technical Solution

Zero-Trust Network Access Solution

Industry/Scenario Solutions

Secure SD-WAN Solution

Boundary Security

Integrated Security Gateway M9000 Series

NGFW F100 Series

NGLB L5000 Series

NGFW F5000 Series

NGFW F1000 Series

NGLB L1000 Series

ADE/NGFW/VPN/ NetStream Card Series

Cloud Security

Virtual Firewall

Virtual Load Balancing

H3C Cloud

Industry solutions	Government Cloud	Education Cloud	Financial Cloud	Industry Cloud	Health Cloud	Cloud solutions for all industries

CMP Multi-Cloud Management (Hybrid, Multi-cloud, Multi-DC)

CloudOS Cloud Operating System			**CloudOS For UIS**		
Resource Service	Operation Service	Application Service	Data Service	DevOps	DR Service

Container Microservice HA Cluster

CAS Computing Virtualization	**ONEStor** Storage Virtualization	**SNA** Network Virtualization	**VDI** Desktop Virtualization	**HCI UIS**
				UIS Cell 3000/6000/9000

Cloud Security

Cloud O&M

H3C Servers & Storage

R4000 Series

Mid-Large Enterprise
Virtualization Distributed Computing Storage
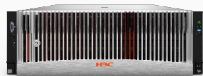DL/ML/AI

R4900 G5

R4700 G5

R4300 G5

R4950 G5

R5000 Series

Mid-Large Enterprise
DL/ML/AI

R5300 G5

R5500 G5

R6000 Series

Large Enterprise

R6700 G3

R6900 G5

R8000 Series

Large Enterprise

R8900 G3

Blade Servers

Mid-Large Enterprise

B5700 G5

B7800 G3

B5800 G3

B16000

X10000 Storage

Large Enterprise

X10516 G3

X10529 G3

X10536 G3

X10326 G3

International | Certifications

AD-NET Focuses on MCA Deployment in the Three Domains

H3C

AD-NET integrates management, control, and analytics (MCA), and deploys the MCA capabilities in the campus, DC, and WAN domains to an AD-Campus network adaptive to user mobility, AD-DC network adaptive to cloud workload changes, and AD-WAN network adaptive to traffic changes. Deployed on top of Unified Platform, the MCA capabilities are shared across domains and can evolve with ease to maintain the technical leadership.

User mobility

- Uniform policy enforcement across the network.
- Automated network deployment, with support for the all-fiber (F5G) network.
- Zero-trust network access based on intelligent endpoint profiling.

AD-Campus

Interconnect people

Cloud change adaption

- Autoscaling for elastic scalability.
- Intent-based ultrabroadband lossless network.
- Simulation and intelligent closed fault management loop.

AD-DC

Interconnect compute power

Traffic change adaption

- Deterministic network services based on flexible network slicing.
- Automated deployment & granular app-aware traffic steering.
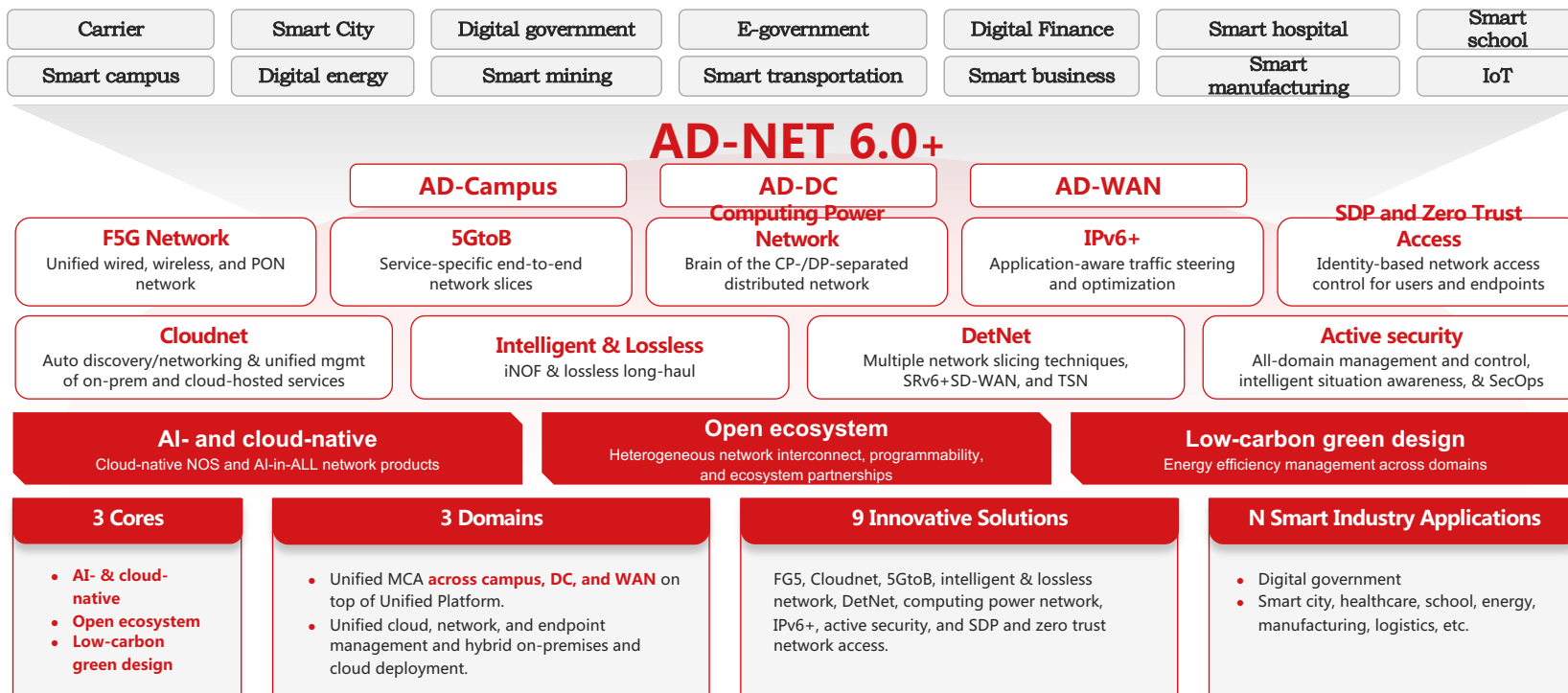- Compute and network integration for assurance of experience.

AD-WAN

Interconnect everything

No. 1 by market share in the SDN software market in China for consecutive five years from 2016 to 2021

# Cloud & AI Native AD-NET 6.0+Solutions At a Glance

H3C

Carrier	Smart City	Digital government	E-government	Digital Finance	Smart hospital	Smart school
Smart campus	Digital energy	Smart mining	Smart transportation	Smart business	Smart manufacturing	IoT

AD-NET 6.0+

AD-Campus | **AD-DC** | **AD-WAN**

F5G Network
Unified wired, wireless, and PON network

5GtoB
Service-specific end-to-end network slices

Computing Power Network
Brain of the CP-/DP-separated distributed network

IPv6+
Application-aware traffic steering and optimization

SDP and Zero Trust Access
Identity-based network access control for users and endpoints

Cloudnet
Auto discovery/networking & unified mgmt of on-prem and cloud-hosted services

Intelligent & Lossless
iNOF & lossless long-haul

DetNet
Multiple network slicing techniques, SRv6+SD-WAN, and TSN

Active security
All-domain management and control, intelligent situation awareness, & SecOps

AI- and cloud-native
Cloud-native NOS and AI-in-ALL network products

Open ecosystem
Heterogeneous network interconnect, programmability, and ecosystem partnerships

Low-carbon green design
Energy efficiency management across domains

3 Cores

- **AI- & cloud-native**
- **Open ecosystem**
- **Low-carbon green design**

3 Domains

- Unified MCA **across campus, DC, and WAN** on top of Unified Platform.
- Unified cloud, network, and endpoint management and hybrid on-premises and cloud deployment.

9 Innovative Solutions

FG5, Cloudnet, 5GtoB, intelligent & lossless network, DetNet, computing power network, IPv6+, active security, and SDP and zero trust network access.

N Smart Industry Applications

- Digital government
- Smart city, healthcare, school, energy, manufacturing, logistics, etc.

The plus sign in AD-NET 6.0+ represents more technical innovations and use cases than a version upgrade.

03

Service and Support

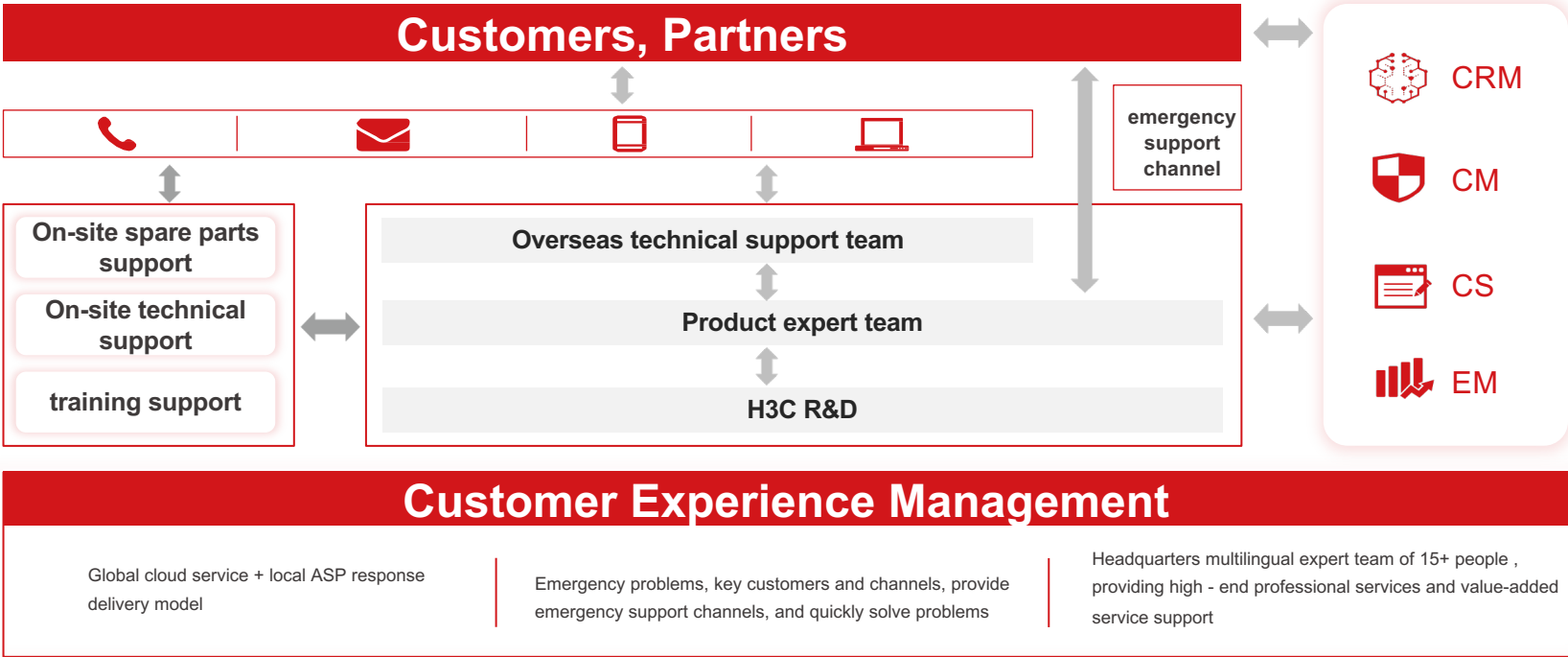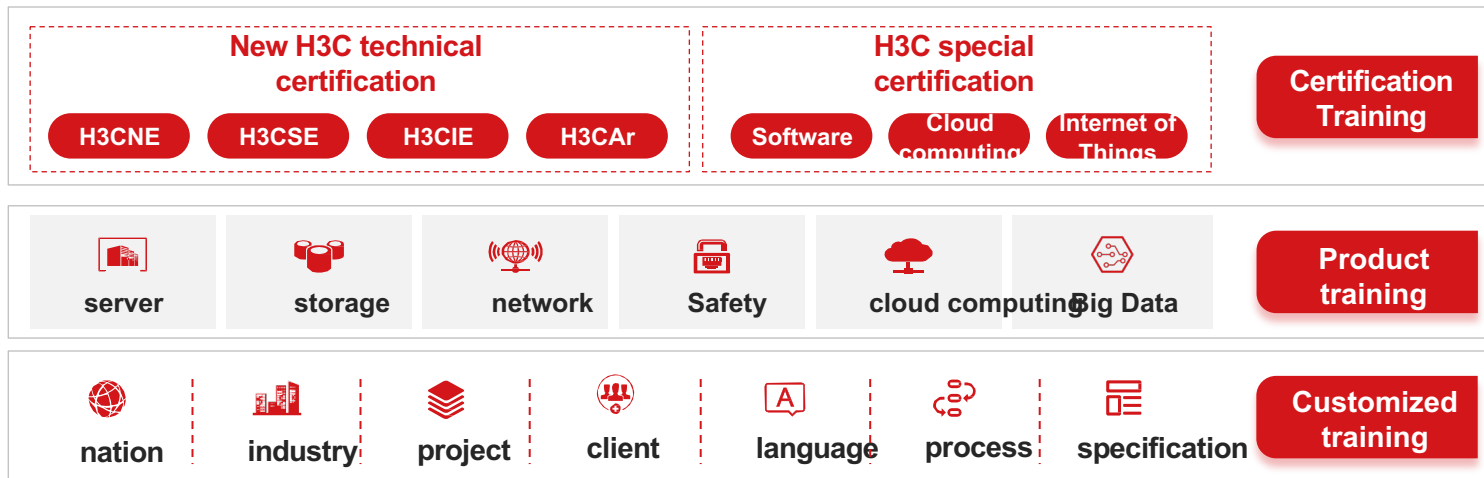# Extensive Coverage of Overseas Services

Spare parts library has been established Spare parts

library is under construction
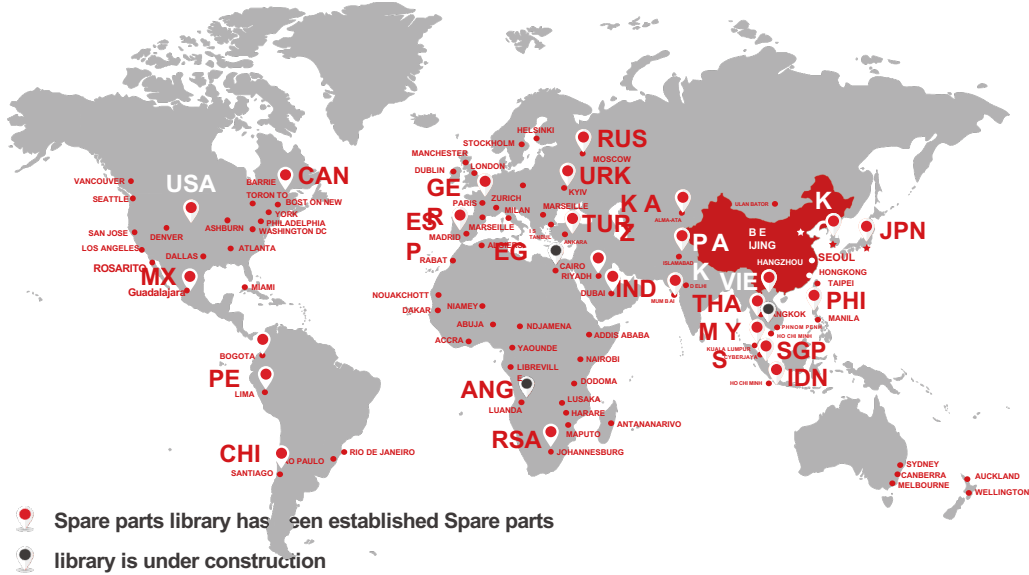
1	Global Chinese and English service hotline
13	Local national service hotline
29	backup storage
46	Overseas certification service provider
80+	H3C overseas support staff
135	country or region
247	Major overseas cities
600+	Overseas certified engineer

Customer Experience Management

Customers, Partners	

📞	✉	📱	💻

emergency support channel

On-site spare parts support

On-site technical support

training support

Overseas technical support team

Product expert team

H3C R&D

CRM

CM

CS

EM

Customer Experience Management

Global cloud service + local ASP response delivery model

Emergency problems, key customers and channels, provide emergency support channels, and quickly solve problems

Headquarters multilingual expert team of 15+ people , providing high - end professional services and value-added service support

Professional Technical Certification Training

H3C

New H3C technical certification
- H3CNE
- H3CSE
- H3CIE
- H3CAr

H3C special certification
- Software
- Cloud computing
- Internet of Things

Certification Training

- server
- storage
- network
- Safety
- cloud computing
- Big Data

Product training

- nation
- industry
- project
- client
- language
- process
- specification

Customized training

Professional Certification System

Global 70+ H3C authorized training framework, providing online and offline multi-form training for customers and channels

Provide certification training, product training, customized training and other rich training content

40+ overseas certified instructors , support multilingual training in English, Russian, Japanese, Portuguese, etc.

04 Delivery Capability

Overseas Project Implementation Services

• ICT hardware installation and deployment

• Software Deployment Services

• Network software debugging

• Engineering acceptance

• Technical solution guidance & review

• Hardware installation supervision

• Network software debugging supervision

• Project document review

Engineering Implementation Services

Engineering Supervision Service

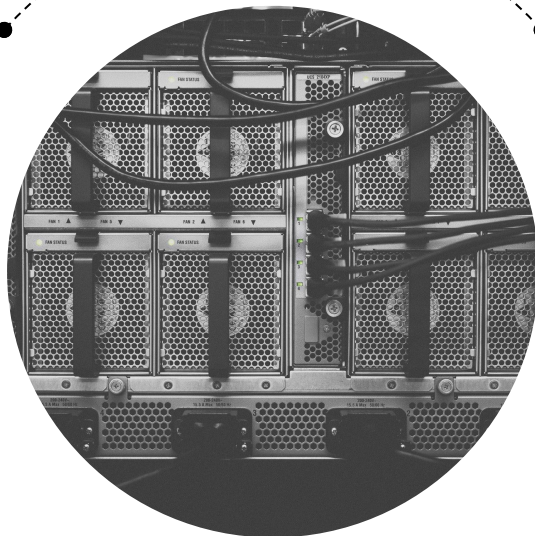• On-site product deployment training services

• Software product practical guidance training

• On-site network operation monitoring

• Network real-time troubleshooting

• Network equipment maintenance

•ICT preventive maintenance

On-site Training service

Customized services according to customer needs

Field Engineering Services

Customized service

Thanks

www.h3c.com