## THE UPGRADE PROCESS

## **EOUIPMENT SUPPORT**





N4L sends Agreement to Proceed (ATP)



School accepts ATP & creates an N4L account



N4L completes discovery exercise



School receives & accepts Order Form



N4L provides Equipment Support and renews your licences. If something fails we'll fix or replace it



Schools with Ruckus equipment will have their existing wireless controller migrated to the cloud by N4L N4L works with school to schedule Equipment Replacement



School receives & accepts Order Form



N4L engineer works with school on Network Design



School creates an N4L account (if haven't already got one)



School Relationship Manager visits & school accepts ATP



**EQUIPMENT REPLACEMENT** 



Equipment sent to school ahead of appointment



School confirms equipment has been received



Installer panel member contacts school

confirming details

Equipment Replacement day - installer technician replaces and tests equipment



**SECURE ACCESS** 

N4L assigns IT panel member to complete Secure Access

N4L and the IT panel member work with school to complete a Technical Survey and design the Migration Plan

N4L and IT panel member work with school to schedule Secure Access day



N4L provides support for the new equipment



Secure Access day -IT technician helps to connect devices & train staff



School upgrade is complete