

## Web Tutorial

Hula Networks consolidates the best in class maintenance programs of our numerous partners, and gives clients access through the convenience and efficiency of a single point of contact.

Our on-line suite of software tools save time and money in the processes of procuring, managing, tracking, and utilizing these “Best in Class” multi-vendor IT services.


### Here’s how it works:

Equipment information is loaded into the Hula Networks web site where it is accessible through a secure user name(s) and password(s). Hula Networks imports this data for you.



The screenshot shows the Hula Networks website interface. At the top, there is a navigation bar with links: Home | Contact | Site Map. The main header features the HULA networks logo on the left, the phone number 1-866-485-2638 in the center, and a 'Please Log In' section on the right with fields for Email and Password, and buttons for Submit and Reset. Below the header is a horizontal menu with categories: USED EQUIPMENT, NEW PRODUCTS, BUY, SELL, TRADE, SERVICES, PROMOTIONS, VIDEO, PARTNERS, and ABOUT US. A large banner below the menu reads: 'HELPING CUSTOMERS INCREASE PROFITS, DECREASE EXPENSES AND MITIGATE RISK SINCE 2001'. Below the banner is a row of partner logos including riverbed, paloalto, Juniper, EMC, BROCADE, FORCE10, BlueCoat, AVAYA, nimblestorage, ARISTA, BARRACUDA, vmware, POLYCOM, ADTRAN, Ruckus, DELL EQUALLOGIC, FORTINET, and AIO Networks. The main content area is divided into two columns. The left column is titled 'NEW PRODUCTS' and lists various brands: A10 NETWORKS, ADTRAN, ARISTA, AVAYA, BARRACUDA, BLUE COAT, BROCADE, DELL, EMC, and EQUALLOGIC. The right column features a grid of six categories: Preowned Equipment, Data Center Solutions, Enterprise Solutions, Wireless Networking, Asset Management, and Unified Messaging. Below this grid is a 'Get Support' button and a section titled 'HulaNet (Warranty, Response, & Support)'. The text in this section states: 'A HulaNet support contract will help you maintain a healthy and resilient network. It provides comprehensive support to improve your network performance, capacity, availability, reliability, and security. HulaNet also assists you in driving more value from your IT investment by extending the lifespan of your network assets.'

Once logged into the system, end-users, technical support staff, or IT administrators can easily access all equipment, and location information through a variety of search fields, including city, address, serial number, service level, and contract number.



Welcome - October 29, 2014 2:49 pm

**Company Info:**  
**Hula Networks Demo**  
 1153 Tasman Drive  
 Sunnyvale, CA 94089

**Account Manager**  
 Scott Hobin  
 P. 650-625-4105  
 C. 650-207-9055  
[scott@hulanetworks.com](mailto:scott@hulanetworks.com)

**Tools**

[Service Call Report](#)

[Contract Center](#)

[Add Asset](#)

[Request a Quote](#)

[Logout](#)

[Home](#)

[Change Password](#)

**Search:**

**Location:**

Amsterdam - 123 Main St.

Buffalo - 123 Main St.

Chicago - 1 S. Michigan Ave

Chicago - 4900 Sears Tower

**Service Level:**

24x7x4 Onsite

24x7x4 AR- Advanced Replacement

9x5x4 Onsite

9x5xNBD Onsite

**Contract #:** **Serial #:**

DATA 123456

PRINT 123457

TIER 1 123458

123459 or


**Results: 1 - 4 of 4** Page 1 of 1

Request	Supplies	Location	State	Contact	Contract #	Serial Number	Service Level	Mfg	Model	Details	Term	Unit Price	Tech Support
<a href="#">Request</a>	<a href="#">Place Service Call</a>	Chicago - 1 S. Michigan Ave	IL	John Doe	PRINT	123456	9x5xNBD	Lexmark	Optra1550		01/01/19-12/31/20	\$500.00	888-888-8888
<a href="#">Request</a>	<a href="#">Place Service Call</a>	Chicago - 1 S. Michigan Ave	IL	John Doe	PRINT	123457	9x5xNBD	Lexmark	Optra1550		01/01/19-12/31/20	\$500.00	888-888-8888
<a href="#">Request</a>	<a href="#">Place Service Call</a>	Jackson - 123 Main St.	MI		PRINT	123458	9x5xNBD	Xerox	8860		09/01/19-08/31/20	\$100.00	888-888-8888
<a href="#">Request</a>	<a href="#">Place Service Call</a>	St. Louis - 123 Main St.	MO		PRINT	123459	9x5xNBD	Xerox	8860		09/01/19-08/31/20	\$150.00	888-888-8888

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Here, service calls can be placed by choosing the device by serial number, clicking on the red “Place Service Call” letters. If you need other questions answered, click on the link to your Hula Networks account manager, or give us a call.

Once the device in need of repair is chosen, type in a brief description of the problem, along with contact information for the technician, and your service request is directly and immediately sent to the service help desk.

The logo for HULA networks, featuring the word "HULA" in a large, blue, stylized font with a white outline, and the word "networks" in a smaller, blue, sans-serif font below it. To the right of the text is a circular emblem containing a blue silhouette of a person wearing a hard hat and holding a tool.

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Tools	Shipping Information:
<a href="#">Service Call Report</a>	Company Name: Hula Networks Demo
<a href="#">Contract Center</a>	Location Address: 1 S. Michigan Ave
<a href="#">Add Asset</a>	City, State & Zip Code: Chicago, IL
<a href="#">Request a Quote</a>	Site Contact Name: <input type="text"/>
<a href="#">Logout</a>	Site Contact Phone Number: <input type="text"/>
<a href="#">Home</a>	Site Contact Email: <input type="text"/>
<a href="#">Change Password</a>	
	Equipment Information:
	Serial Number: 123456
	Manufacturer: Lexmark
	Model Number: Optra1550
	Description of Problem: <input type="text"/>
	<input type="button" value="Submit Service Call"/>

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Hula Networks then records your service request in the portal to confirmation call placement date, time and work order data.


You will always have an electronic record of the call placement.

The help desk and/or technician will call you back directly. Callback is within one hour of call placement for 24c7c4 hour contracts.

If you need service call escalation assistance, the Hula Networks staff will interface with the service vendor, so you don't have to.

Our software tools also give you the ability to customize service call history reports, and email or export to CSV.

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**Tools**

[Service Call Report](#)

[Contract Center](#)

[Add Asset](#)

[Request a Quote](#)

[Logout](#)

[Home](#)

[Change Password](#)

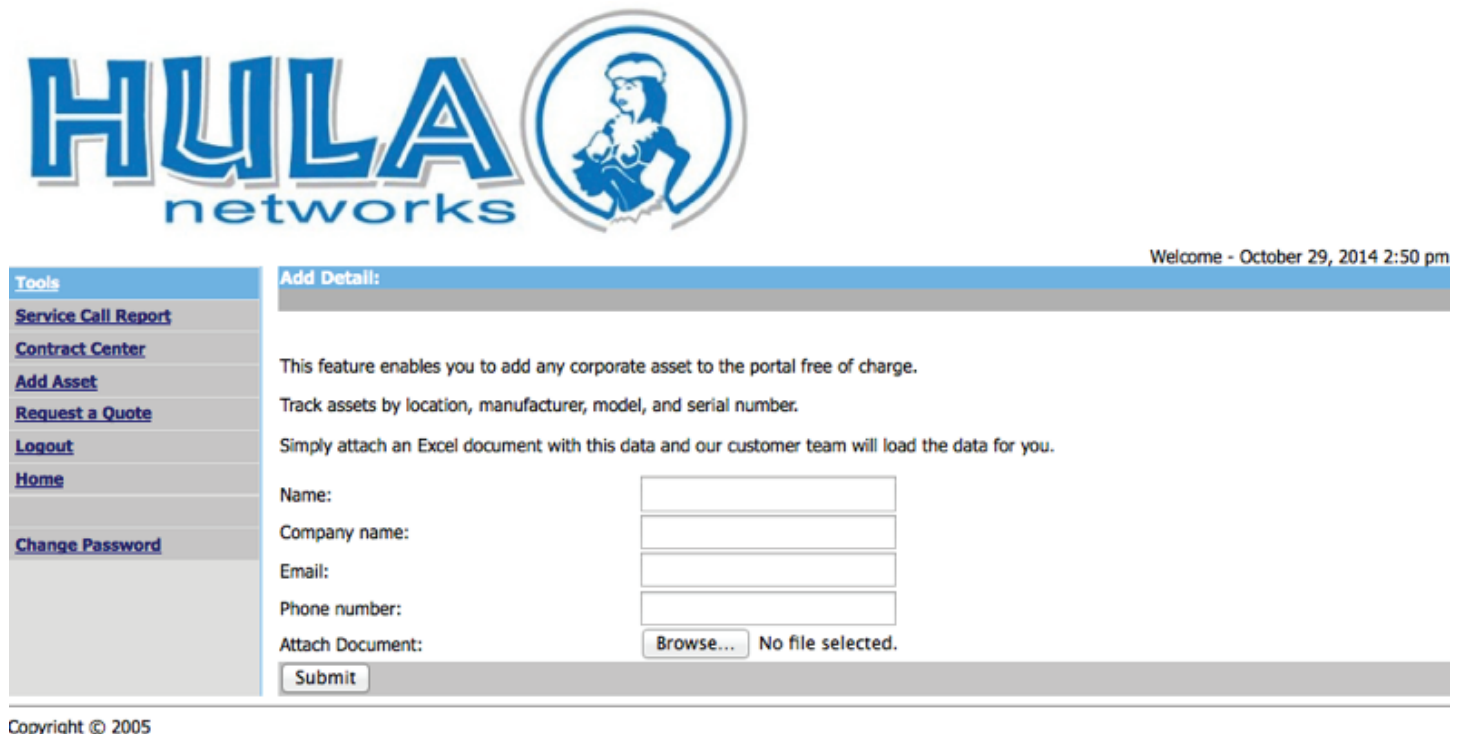
Notes

Available Fields		Selected Fields
Contract # Serial # Model # Client Description Status Location Service Level Date Met SLA	▶ Add All ▶ → Add → ◀ Remove ◀ ◀ Remove All ◀	

↑ Item Up  
↓ Item Down

☐ HTML email   ☐ Plain email  
Email Reset

You can manage assets not on contract with Hula Networks through the Asset Tracking Tool. Hula Networks helps you manage your IT devices, whatever they are, wherever they are.

A screenshot of the HULA networks web application. At the top, the "HULA networks" logo is displayed on the left, and a circular emblem with a person in a hard hat is on the right. Below the logo, a blue header bar contains the text "Welcome - October 29, 2014 2:50 pm". On the left side, there is a vertical menu with the following links: "Tools", "Service Call Report", "Contract Center", "Add Asset", "Request a Quote", "Logout", "Home", and "Change Password". The main content area is titled "Add Detail:" and contains the following text: "This feature enables you to add any corporate asset to the portal free of charge.", "Track assets by location, manufacturer, model, and serial number.", and "Simply attach an Excel document with this data and our customer team will load the data for you." Below this text are four input fields labeled "Name:", "Company name:", "Email:", and "Phone number:". To the right of the "Attach Document:" label is a "Browse..." button and the text "No file selected." At the bottom of the form is a "Submit" button. The footer of the page reads "Copyright © 2005".

More of the Hula Networks web features can be accessed at [www.hulanetworks.com](http://www.hulanetworks.com) including an interactive asset tracker demo. For more information, please give us a call, 866-485-2638, or dial into our Request-A-Quote web feature.



Contact your Hula Sales Rep for more details!