

LANCOM Treasure Hunt: 17-year old router in continuous operation

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Service, support and customer satisfaction remain top priorities for the future

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Aachen, October 01, 2012—LANCOM Systems, the specialist for network connectivity and wireless LAN, had a successful Treasure Hunt by turning up the oldest operating LANCOM device: an ISDN router. The finding is a 17-year-old router with the model name "Microlink LANCOM MPR". This rarity was discovered in Northern Germany at the Oldenburg-based system integrator High Resolution Systems, which for years has relied on LANCOM equipment for routing and WLAN.

The search for the oldest operational LANCOM device was part of the 10² anniversary campaign. Over a hundred submissions were received including the winner.. The router's owner is Tim Bunger, Managing Director of High Resolution Systems. "Technologically-wise it is indeed a 17-year-old device, but the ISDN router is still fully functional, even today it can be managed with LANconfig, and until recently it was in service as an ISDN remote maintenance router," says Bunger.

The prize voucher for the competition winner (an attractive weekend for two in Berlin) was presented by Jörg Meyerink, Area Sales Manager at LANCOM. Tim Bunger was delighted to

have won the competition. As he says, he only entered for a bit of fun and never expected to win. When receiving the prize, Bunger stressed once again: "When we need a VPN router, we buy one from LANCOM. They are just plain reliable, and they run and run and run."

Wolfram Ohn, Manager Service and Support at LANCOM, was happy with the result of the Treasure Hunt: "It is quite amazing to see such an old piece of equipment still in operation. On the one hand it reflects the product's top quality, but on the other hand it is also the result of the good service and support that the product has received during its lifetime."

Service & Support remain top priority in 2012

A particular strength of LANCOM products is in the proprietary LANCOM Operating System (LCOS), developed in-house and subject to continual optimization. Through the ongoing development of this operating system in Germany, users profit from a high degree of investment protection. They can benefit from many of the innovations for years and years simply by updating the software

In the 11th year of its existence, LANCOM has developed, improved and re-launched a variety of other support services for its customers.

For example, 98 percent of the devices subject to standard warranty claims are fully processed by the LANCOM Service department within 48 hours. And if that isn't fast enough, then customers within the warranty period and with the "LANCOM Next Business Day Service Extension" can secure themselves a free advance replacement device by the next working day, for those countries and areas applicable.

LANCOM also offers the service extension option "LANCOM 2-Year Warranty Extension". The LANCOM 2-Year Warranty Extension extends the warranty available with LANCOM routers and access points to a total of five years.



A complete overview of all of our service and support offerings can be found on the following web page:

www.lancom.eu/en/service-support/

LANCOM Systems background:

LANCOM Systems is the leading German manufacturer of reliable, innovative network solutions for the commercial and public sectors. The focus is on solutions for high-security site connectivity (VPN) for branch offices, enterprises and public authorities, and also on the wireless networking (WLAN) of public and corporate applications. LANCOM Systems GmbH is headquartered in Würselen near Aachen, Germany and has sales offices in Munich, Barcelona and Amsterdam.

Your editorial staff contact:

Eckhart Traber

LANCOM Systems GmbH

Tel: +49 (0)89 665 61 78 - 67

Fax: +49 (0)89 665 61 78 - 97

presse@lancom.de

www.lancom.eu

Sascha Smid

AxiCom GmbH

Tel: +49 (0)89 800 908 - 27

Fax: +49 (0)89 800 908 - 10

sascha.smid@axicom.de



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www.axicom.de

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