

Managed Services and Maintenance



CUSTOMIZED SERVICES FOR OPTIMIZED RESULTS

How it Works

As a full-service provider, we're committed to meeting your needs for the life of your communications solution. We work with you to create a custom managed services strategy that not only integrates with your business processes, but allows your team to focus on core competencies and business goals.

What you Get

What do you want? It's that easy. If you need it, we can support it. From hardware to software and strategy to solution. Services include:

- > Service desk
- > System administration (MAC)
- > Incident and problem management
- > Monitoring
- > Performance management
- > Capacity management
- > System backups
- > Release management
- > Change management
- > Configuration management
- > Service reporting
- > Service management
- > Security Services

No matter what is hidden back there in your server room, or sitting on your desks, we're the experts at keeping everything and anything digital up and running. We also can provide IT staff to augment the professionals you already have in place and provide tools that can spot troubles before you even know they exist.

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Maintenance

Because communications is such an important part of business, it's just as important to make sure the things that make communication possible are always up and running. With ConvergeOne we can provide you with superior maintenance solutions that are tailored to not only fit your budget, but your needs. We offer three different maintenance options, each of which give you flexibility and total maintenance coverage.

SILVER, GOLD AND PLATINUM OPTIONS

Since no two companies are the same, neither should their maintenance plans be. That's why each one of our plans, whether silver, gold or platinum, can be customized to fit your company's specific needs. The three categories are mainly a starting point from which to begin discussions.

OFFERINGS	SILVER	GOLD	PLATINUM
Basic Proactive Monitoring 24x7x365	X	X	X
Expert "Plus" Proactive Incident Response	X	X	X
Customizable Notification	X	X	X
Helpdesk 24x7x365	X	X	X
Remote Telephone Support	X	X	X
Remote Diagnostics	X	X	X
Troubleshooting	X	X	X
System SFW Patches, Bug Fixes and Updates	X	X	X
Avaya + Nortel Portal Access for SW	X	X	X
Avaya Portal Access for Health Check	X	X	X
Maintenance Permissions (MSPs)	X	X	X
Manufacturer Tier III And IV Supported	X	X	X
Customer Portal for Ticket Creation and Tracking	X	X	X
Clear, Easy to Read Billing	X	X	X
In Stock Replacement of Covered Parts	Available	X	X
On-Site Tech Dispatch	Available	X	X
Parts Advance Replacement	Available	X	X
Annual Preventative Maintenance (PM)	Available	X	X
On-Site Dedicated Tech (FT or PT)	Available	Available	X
On-Site Critical Spares	Available	Available	X
Custom Coverage Hours	Available	Available	X
Remote System Back-up	Available	Available	X
Facility Provider Support	Available	Available	X
Enhanced Proactive Monitoring 24x7x365	Available	Available	X
Converge Network Support	Available	Available	X
Network Assurance/Assessment	Available	Available	X
Assist Hours Mac	Available	Available	X



PEACE OF MIND

Enjoy customized services and proactive 24-hour support that allows you to focus on your core competencies.

SAVINGS

Get predictable monthly costs while reducing your costs for internal support, management tools and training.

RELIABILITY

Minimize costly downtime and ensure reliable access through proactive network management.

SCALABILITY

Get a scalable support model with predictable incremental costs as your infrastructure grows.

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ConvergeOne Support Staff

No matter which plan you choose, with ConvergeOne, when you reach out for help to our Managed Services and Support Desk, you will never reach an answering service. Instead you will be put in contact with a live, professionally trained ConvergeOne representative who is equipped to respond to your questions and concerns 24x7x365.

And with our real-time monitoring, sometimes it may be us who are instead reaching out to you. Because should a problem arise you will be instantly notified, promptly provided with your technician's contact information, and then informed once the issue is resolved. These steps can be customized to conform with your particular business process if you wish. That's because at the outset of our relationship we gather all those involved in your plan for a discussion in order to forge a clear understanding to move forward with.

Finally, working with ConvergeOne you can be assured you are working with a provider who is manufacturer-authorized, recognized and supported. Which is critical in both the short-term efficiencies and the long-term protection of your system. With prompt support and service from the manufacturer we are dedicated to resolving any communications issues you may have promptly and effectively.

