# C1 Total Care for UC

The C1 Total Care for UC (unified communications) is a revolutionary proactive and expert-led managed services solution for your organization's unified communications infrastructure and applications. It alleviates the burden on your IT staff by incorporating best practices delivered by highly skilled service engineers, handling all aspects of UC management including proactive, scalable monitoring of UCaaS platforms and proactive monitoring of IVR's, site PSTN connectivity and VIP phone availability. With C1 Total Care for UC, your organization will benefit from enhanced operational efficiency, reduced downtime, and a partner dedicated to supporting your evolving business's communications and collaboration needs.

## Key benefits

- **Enhanced employee experience:** Proactive management and monitoring ensures your employees continue to be productive.

- **Increased operational efficiency:** Reduced downtime and optimized performance with continuous optimization and improvement.

- **Cost savings:** Reduced IT burden and support expenses through streamlined operations.

- **Expert resources:** Access to a deep bench of UC experts as trusted advisors, and to augment existing IT resources using first-of-its-kind Flex credits.

- **Scalability and flexibility:** Easily adapts to business growth and evolving needs.

- **Future-ready solutions:** Keeps businesses ahead of evolving AI and UC trends through roadmap planning and advisory services.

## Choose a plan that's right for your organization

| Essentials | Foundation | Premier | A la carte |
|---|---|---|---|
| ✓ 24x7x365 technical support<br>✓ UC basic monitoring<br>✓ Manufacturer support escalation | ★ **Everything in Essentials**<br>✓ Advanced endpoint analytics<br>✓ Flexible services account credits | ★ **Everything in Foundation**<br>✓ Lifecycle services<br>✓ Technical account manager<br>✓ Customer success manager | ✓ CX assurance<br>✓ Additional Flex Service account credits<br>✓ WebRTC analytics<br>✓ SBC analytics |

# Features

### 24x7x365 technical support
Always on technical support, 24 hours a day, 365 days a year anywhere you conduct business.

### Problem management
Proactive review of incident trends and identification of improvements.

### Incident management
Streamlined incident management process so that your issues get resolved quickly.

### OnGuard
C1's proprietary managed services delivery platform providing monitoring and AIOps across voice, network, security, and data center infrastructure.

### Flex services account
Credits that give you the **flexibility** to augment your staff with the C1 resources you need.

### Change management
Simple or complex moves, adds, changes and deletes fully managed by our team.

### Standard reports
Standard service management reports on incident management and service request fulfillment.

### Carrier management
A full suite of telephony capabilities that provide reliable always-on connectivity and communications.

## Supported unified communications platforms

AVAYA

AVAYA CLOUD OFFICE®
by RingCentral

**CISCO**
**IP Office**

webex by CISCO
**Cloud & Dedicated Instance**

zoom

Microsoft Teams

**RingCentral**®
**RingEX**