Proactive Support
Managed Services

Helping you prioritize business performance

Network management keeping you up at night? Let us worry about it – so you can focus on what’s important, rather than what’s urgent.

Managing a complex communications infrastructure is no simple task. We know. You’re often tied up on urgent, business critical tasks – leaving lower priority activities to be postponed or skipped entirely.

Wouldn’t it be great if someone managed those small, but vital tasks, for you? We think so – which is precisely why we have developed Proactive Support.

We’ll release you and your overburdened teams from your day to day network monitoring, back-up, reporting and management tasks. At the same time we’ll increase the performance of your network – and save you money too.

Proactive Support gives you round the clock device, application and server monitoring – to make sure they’re working properly. If they’re not, our Network Operations Center will automatically raise a ticket – and you’ll be notified within 15 minutes. Then we’ll solve the problem.

Our proactive approach to support protects your network, increases its performance and reduces your costs.

Fast response and resolution
Our Service Desk provides end-to-end management of any and all issues – from notification through to resolution and closure. And we’ll take care of the time consuming task of backing up your Unify configurations.

So in the event of data loss or corruption, we can restore your most current configuration – getting you back up in no time at all, and with limited disruption.

Optimizing your network
We’ll also help you get the most out of your network. Your Proactive Service Manager will actively monitor service reports, correlate and analyze where faults are occurring, and make recommendations for continuous improvement.

And so you track all service activities we’ll give you regular Regular Service Management Reviews and Reports.
Flexible Service Levels, Guaranteed Support

Everything you need to increase uptime and reduce costs.

A Proactive Approach

We’re controlling and managing your network, so you don’t have to. Your skilled IT teams and resources are now free to pursue your strategic business goals in complete confidence.

• Your Service Manager is responsible for meeting service levels and making specific recommendations for improvement
• You benefit from a single point of contact closed loop fault management
• Problems are fixed quickly with minimal disruption to your operations
• You’re protected in the event of data loss or corruption
• You get a cost effective alternative to expanding your IT department

Service Deliverables

• Single Point of Contact Service Desk, staffed 24x7x365, manages issues from notification of an incident through to resolution and closure
• Fault Monitoring continually pings and interprets the traps sent by devices, applications, and solutions to ascertain their status around the clock.
• In the event of a disruption, our Network Operations Center will automatically raise an alarm and open a ticket with Unify’s support for remediation. You’ll be notified within 15 minutes.
• Service Management Reviews and Reports provide a record of service activities and demonstrate fulfillment against agreed service levels and KPIs.

Service Level Choices

Choosing your SLAs is a critical part of managing the service – and we have a Proactive Support package to suit your needs perfectly:

<table>
<thead>
<tr>
<th>SLA</th>
<th>Selectable Parameter</th>
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<tbody>
<tr>
<td>Service Desk Hours</td>
<td>8x5, 12x6, 24x7</td>
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<tr>
<td>Service Review</td>
<td>annually, semi-annually, quarterly, monthly</td>
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Optional Choices:

Want to augment your already comprehensive Proactive Support package? Here are some key options:

Remote MAC:
We offer a wide range of routine software Moves, Adds and Changes (MAC) – from simple DNIS changes to software telephone moves, and the creation, modification and assignment of station attributes. Activity will be carried out from Monday to Friday during normal business hours. In most cases within three business days - but never more than five.

On-site Response:
In the event of data loss or corruption your Unify system configurations are backed up at regular intervals so the latest configurations can be restored and your system will be up and running with minimal disruption.
System back-ups are completed weekly
Configuration back-ups are completed daily.
About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

unify.com