

MANAGED SERVICES for REAL RESULTS

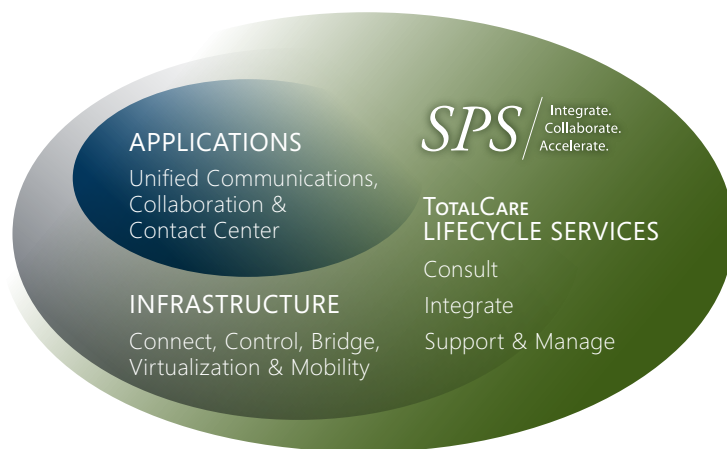
For communication solutions, return on investment depends on user acceptance — and usability drives acceptance. So who ensures the health and usability of your communication system?

Certain management functions are essential to every business communication system, regardless of organization size or budget. But many companies lack the staffing, budget, or expertise to self-manage their communication solutions. SPS Managed Services provide the flexibility to support your communication environment in the manner best suited to your organization.

- / Ensure optimal performance and productivity gains from your communications platform
- / Respond quickly to administration requests and avoid service-affecting issues
- / Gain control over your telecommunication costs and reduce expenses
- / Do all of this while devoting more of your limited IT staff resources to strategic, business-enhancing priorities

From outsourcing selected service options to fully-hosted private and hybrid cloud implementations, SPS Managed Services add stability to your solution and flexibility to your budget.

Flexible options put you in control!



MANAGED SERVICES FOR REAL RESULTS

The SPS TotalCare Managed Services portfolio provides powerful tools and highly-qualified technical resources to help maximize the performance of your communications infrastructure.

As a multi-vendor systems integrator specializing in communications and collaboration, Strategic Products and Services (SPS) has the technical and implementation depth to support every aspect of your communication systems – including converged network infrastructure, telephony, audio/video conferencing and collaboration, unified communications, contact center, and more. Everything we do is backed by our advanced competencies, repeatable processes, and our deep and broad knowledge base. When SPS supports your communications environment, you can be confident that it is managed proactively and efficiently by industry-leading experts.

*Services, tools
and resources
to optimize your
communications
infrastructure*

Software Update Management

Out-of-date software or firmware, or incorrectly-applied updates, can lead to prolonged outages, security issues, and performance problems that are difficult to diagnose. Engage specialized experts from SPS to manage software and firmware versions, patches and updates for your audio and video communication systems. SPS engineers use a best-practices, ITIL-based approach to Software Release Management, proactively performing these time-consuming and complex tasks so your communication system benefits from the latest software.

iCON UC/Video Monitoring and Management

iCON provides monitoring and management of converged Voice over IP (VoIP), Video and Skype for Business (formerly Lync) collaboration infrastructure and applications. Proactive monitoring and pinpoint troubleshooting virtually eliminate outages and minimize the time it takes to resolve even the most complex service and system performance issues. iCON supports deep monitoring on a wide range of UC and Video platforms from Avaya (including Nortel and Radvision), Cisco, Microsoft, Polycom and Lifesize — in addition to many other UC, video and converged networking applications and devices.



With optional Application Performance Monitoring, SPS continuously monitors key performance factors for all voice, video and real-time traffic on your converged network. Actionable events can be isolated and resolved, often before they become service-affecting.

Optimize your systems to meet critical service levels and deliver the consistency and quality that your customers demand. Let iCON work for you.

Configuration and MACD Support

Correct configuration is essential to ensure correct UC adoption and demonstrable return on investment. SPS offers highly skilled technical resources to serve as an extension of your IT staff. Under a TotalCare Retainer agreement, you have flexible, pre-paid access to the technical support you need for system configuration, MACD tasks (Move, Add, Change, Delete) and technical support. These services are also available on an as-needed, time-and-materials (T&M) basis.

Supplier Management (Carrier Agency)

SPS acts as your authorized agent, working directly with your specified carriers and network service providers to report issues, track status of open cases, coordinate maintenance, and perform other actions on your behalf. Eliminate finger-pointing — make SPS a single point of contact for your carriers.

Incident Management

SPS follows industry best practices to identify incidents, remediate problems and restore services as quickly as possible, utilizing data from the iCON management platform. For events not detected remotely, incident reports can also be initiated by contacting the SPS Technical Service Center.

Advocate Services

Technical Account Supervisor (TAS): Resolve issues quickly! A specialized SPS TAS acts as your technical single point of contact within the SPS Technical Service Center to oversee complex service issues and perform problem management. This person is backed up by additional TAS resources as needed, so you benefit from 25 years of SPS experience in multi-vendor, multi-technology communications.

Service Engagement Manager (SEM): A specialized SPS SEM acts as your business and executive single point of contact, accountable for service-level management, proactive service planning and executive escalation of service-related issues.

Telecom Expense Management

This service provides the tools needed to accurately manage business communication vendor expenses and environments. When you engage an SPS expense specialist to manage your telecommunication expenses, SPS takes care of vendor relations, reviews invoices and payments, and handles contract service-level agreements on your behalf.

Quarterly Service Review

An SPS remote engineer will conduct regularly scheduled meetings with client stakeholders to review performance and resource-utilization events that have been monitored and addressed on your iCON platform, including historical trends. When needed, these reviews include discussion of root causes and recommendations for severe issues. It's part of the SPS approach to optimize solution performance and avoid system outages.

Proactive support from SPS ensures that critical tasks are performed regularly — so you can focus on your business.

REAL TIME MANAGED SERVICE PACKAGES

Real Time Core services include the minimum required to keep your communication solution up and running reliably. Support features provide easy access to SPS and manufacturer services when things go wrong, while Software Update Management helps prevent unexpected problems.

The Real Time Complete package includes additional services to ensure that your communication solution is well-managed and highly available. And you can also customize your blend of services by adding any of the SPS Managed Services listed in this document.

Product Support Services	REAL TIME CORE	REAL TIME COMPLETE
Service Desk	✓	✓
Manufacturer Support	✓	✓
Onsite Support <i>Flexible parts and onsite support options</i>	✓	✓
Real Time Managed Services Offers	REAL TIME CORE	REAL TIME COMPLETE
Software Update Management* <i>Software / firmware / patch management</i>	✓	✓
iCON UC/Video Monitoring and Management	Optional	✓
Configuration & MACD Support	Optional	✓
Carrier Agency / Case Management	Optional	✓
Quarterly Service Review	Optional	✓

* SUM update intervals: Annual for Core, Semi-annual for "Complete".

Save time, save money, eliminate finger-pointing and resolve small issues before they become service-affecting problems. Do all of this while freeing your staff for other priorities, and enabling your communication system to boost user adoption and productivity for enhanced return on investment.

Ask your account executive how SPS Managed Services can

DELIVER REAL RESULTS FOR YOU

Contact SPS today at 888-777-7280 or visit www.spscom.com.



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