

TCE Company's



# TECHNICAL SERVICE SOLUTIONS

*for*

## ALLWORX PHONE SYSTEMS



# TECHNICAL SERVICE SOLUTIONS

## For Allworx Phone Systems



*Custom Designed Solutions to Protect and Maximize The Impact of Your Allworx Investment*



### Increase

- Return on your Investment
- System uptime and performance
- Allworx utilization & system modernization
- Staff productivity
- Cost management
- Alignment of your Allworx system to your business needs

### Reduce

- Downtime & System Failure
- Time spent managing your system
- Risk of catastrophic loss
- Emergency Allworx issues
- The cost of lost productivity
- Fraud

### 24 x 7 Performance Monitoring

- Continuous monitoring alerts us to impending problems and allows for a thorough analysis of issues
- Avoid many disruptive incidents and reduce remediation times

### Security

- Minimize the risk of intrusion, theft and loss of productivity

## World Class Technical Services

*The purpose of our world- class Allworx- certified Technical Services Organization is to:*

- *Provide quality and priority support in the event your Allworx system should fail*
- *Maximize the uptime and reliability of your Allworx system*
- *Protect the investment which you have made in your Allworx system*

*Whether you're a Fortune 100 client with an extensive technical department or a grass- roots shop, TCE Company has a support plan suited to compliment and strengthen your technical needs and budget.*

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## Alignment of Strengths

*By aligning the strengths of the Features and Functionality of your Allworx system with the needs of your business, you improved productivity, communications and service to your clients.*

*As the premier Allworx Technical Services Organization, TCE Company aligns, and seamlessly meshes, the strengths of:*

- *The Best People*
- *The Best Practices*
- *The Best Products*
- *The Best Technologies*

*to provide you, our client, with a comprehensive performance-based approach to the support and management of your Allworx system.*

### About TCE Company, Inc.

- Established in 1985
- Installed, manages and supports over 5,000 business PBX system and over 50,000-users
- Allworx Platinum-level Partner
- Network Security
- Network Management
- Data Center Management
- Managed Services Provider
- Voice over IP - SIP Service Provider
- Hosted Internet-based PBX Service Provider
- Nationwide Service - Technicians in over 200 cities
- Extensive Allworx-certified Technical Staff

### Maximum Uptime

*With our history of supporting over 5,000 PBX phone systems, TCE Company knows exactly what is required to keep a phone system working properly. This wealth of knowledge and understanding of PBX phone systems is the foundation for all of the Technical Support Plans offered to our clients. The net result is that we provide our clients with:*

- *Maximum uptimes—lowest failure rates*
- *Highest audio quality*
- *Rock solid Allworx performance*

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### Maximum Utilization

*One of TCE Company's greatest resources are the Client Educators of our Technical Services Organization. These dedicated people provide our Level One Support services by making sure that your staff is properly trained on using the Allworx system to its fullest potential.*

*Over time, as more functionality is added to your Allworx system through firmware updates, our Client Educators will teach these new functions and processes to your staff; along with being readily available to answer any questions which your team may have. This allows for the broadest utilization of your Allworx investment—maximizing the Return on your Investment.*

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### Maximum Reliability

*The computer in your car monitors Key Performance Indicators of your car's engine. When some of these indicators don't look right, your car's 'Check Engine' light goes on. This early- warning system gives you the opportunity to have a mechanic look 'under the hood' at a time that is convenient for you - rather than having your car break down on a road trip 200 miles from home.*

*By keeping your Allworx system properly tuned up with regular firmware updates, nightly back-ups and the continuously monitoring of 26 Key Performance Indicators, our Technical Support team achieves the highest level of uptime, fewest number of outages and issues and the highest quality of performance for your Allworx system.*

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	On Demand	Managed
<b>Internet Based Support Services</b> Knowledge Base Article Library Training & Tutorial Video Library Online Trouble Ticket Support Response Time for Online Ticket		X X 1 Hour
<b>Live Support Services</b> Response Times	1 Hour	1 Hour
<b>Support Request Methods</b> Toll-Free Support Number Online Support Ticket Forum Desktop Support Icon Web Portal	X	X X X X
<b>Level One Support</b> End User Training and Assistance Training on New Functions & Features Training on New Processors & Procedures		X X X
<b>Level Two Support</b> Moves Adds Changes General Help Desk		X X X X
<b>Level Three Support</b> Troubleshooting System Diagnostics Handset Diagnostics Network Infrastructure Diagnostics Telephone Carrier Diagnostics Internet Service Provider Diagnostics		X X X X Optional Optional
<b>Level Four Support</b> Install System Firmware Updates Install Handset Firmware Updates		X X
<b>Network Operational Centers</b> <b>24x7x365</b> Internet Up/Down Monitoring Allworx Systems Up/Down Monitoring Allworx Handsets Up/Down Monitoring Allworx Systems 26-Point Pro-Active Allworx Handset 26-Point Pro-Active System Down Triage - Revive System Allworx Fraud Security Monitoring		X X X X X X X
<b>Nightly Backup &amp; Restoration (Offsite)</b> System Configuration & Settings All Audio Files All Voice Mail Messages Emergency Back-up Restoration		X X X X
<b>Security Management</b> Allworx Security Reviews & Configuration Allworx Fraud Security Monitoring LAN - Network Security Management WAN - Internet Security Management Regulatory Compliance Monitoring		X X Optional Optional Optional
<b>Carrier and ISP Escalation Management</b>		Optional
<b>Monthly Activity Report</b>		X
<b>Priority PBX Warranty Replacement</b>		Overnight
<b>Personal Technology Advisor</b>	X	X
<b>Corporate Technology Utilization Review</b>	Quarterly	Quarterly