

Comm-Works Lifecycle Services: *Support & Manage*



- **Maximum System Availability**
- **24 x 7 Proactive Support & Monitoring**
- **Most Major Platforms & Manufacturers Supported**
- **Experienced Network Operations Center Engineers**

Comm-Works' Support & Manage Lifecycle Services

System Availability

System availability for remote locations is a critical factor for your enterprise's overall success. Comm-Works' Support & Manage Lifecycle Services are a full suite of post deployment service packages that centrally support and manage the complete technology mix at all of your locations. With this service, you eliminate the need to utilize multiple support vendors and can leverage your internal technical resources for other core areas. Ultimately, Comm-Works' Support & Manage services allow for a quicker time to resolution, system optimization and a reduction in costly system downtime.

Gain Peace of Mind

Centralized IT departments face logistical barriers when trying to cost-effectively and efficiently manage solutions and equipment placed in a store or branch location. If a remote location's system goes down there is usually a negative impact to that location's revenue or customer experience. With Comm-Works' Support & Manage Lifecycle Services, you can choose from one of three distinct packages. These packages range from remote and on-site repair to more robust packages that utilize Comm-Works' Network Operations Center for network and device monitoring and management. Comm-Works also offers parts and disaster recovery programs that serve as an optional enhancement. Because these services are offered both remotely and on-site, we work the problem to resolution to ensure maximized system availability. With Comm-Works' Support & Manage services, centralized IT departments gain a peace of mind that remote locations are operating in an optimal state.

The Packages

We will work closely with you to determine which support package most effectively fulfills your business needs.

STANDARD SUPPORT

Comm-Works' Standard Support package is ideal for customers looking for a cost-effective way to support all of their locations both remotely and on-site. Comm-Works' help desk is available for unlimited technical support during the week as well as remote diagnostic support, thereby promoting a quicker time to resolution. If the issue requires on-site repair, Comm-Works will coordinate a technician within the determined service level. Through the Standard Support package, you are able to resolve multiple store issues with only one vendor through an efficient and cost effective approach.

ENHANCED SUPPORT & MANAGE

Comm-Works' Enhanced Support & Manage package is for companies who value the benefits of proactively managing their systems instead of reactively supporting their system. Building upon the Standard Support package, the Enhanced Support & Manage package leverages Comm-Works' Network Operations Center to proactively monitor the equipment at your remote sites as well as provide annual service performance reports and equipment preventative maintenance. These services allow you to stay informed on the state of your equipment and ensure system optimization.

PREMIUM SUPPORT & MANAGE

Comm-Works' Premium Support & Manage package is ideal for companies who desire a team of IT professionals to proactively support and manage their system on their behalf to maximize system availability. In addition to very favorable service levels and coverage, Comm-Works' Premium Support & Manage package goes beyond the Enhanced Support & Manage package by including inventory management and asset tracking, system software management and configuration updates. This package ensures your system is running in an optimal state to meet your ongoing business requirements.

One call. We take IT from there. Anywhere.

Service Features & Coverage	Standard Support	Enhanced Support & Manage	Premium Support & Manage
Break-fix	X	X	X
Web Trouble Ticket Entry	X	X	X
Telephone Technical Support	Unlimited, 8-5/M-F	Unlimited, 8-8/M-F	Unlimited, 24/7/365
Remote Diagnostic Support	Unlimited, 8-5/M-F	Unlimited, 8-8/M-F	Unlimited, 24/7/365
On-Site Repair	8-5/M-F	8-8/M-F	24/7/365 Severity 1 & 2 8-8/M-F Severity 3
Remote Monitoring		X	X
Equipment Preventative Maintenance		X	X
Service Performance Reports		Annual	Quarterly
Inventory Management & Asset Tracking		X	X
System Software Management			X
Configuration Updates			X
Parts Replacement	Available	Available	Available
Disaster Recovery	Available	Available	Available
Severity & Response Levels			
Remote Response by Severity			
Severity 1	4 Hours	2 Hours	1 Hour
Severity 2	24 Hours	4 Hours	2 Hours
Severity 3	2 Business Days	8 Business Hours	6 Hours
On-Site Response by Severity			
Severity 1	6 Hours	4 Hours	3 Hours
Severity 2	1 Business Day	8 Hours	5 Hours
Severity 3	2 Business Days	1 Business Day	12 Hours

Comm-Works' Additional Services

In addition to any of the packages listed above, Comm-Works offers parts replacement and disaster recovery services. With our Parts Replacement plan, you will receive new or refurbished equipment, at no extra charge, to replace any broken or damaged equipment that qualifies for the program. Comm-Works has strong relationships with equipment manufacturers and a strong background in logistics that allows us to quickly replace the applicable equipment.

Comm-Works also offers disaster Recovery services to ensure proper plans are in place to handle the equipment covered in the support package if it is affected by a disaster. Comm-Works will deliver detailed documentation depicting the plan of which will come under annual review and be updated for the life of your support package.

These additional services help ensure system maximization and standardization among all of your sites, delivered on-time and within your budget from experts who know the logistics around making IT work.

1.800.853.8090

