



## *Knowledgeable Support to Simplify the Operation of Your Cisco IPT Network*

Implementing an IPT network can result in significant cost savings and increased operational efficiency. However, these savings can disappear in the blink of an eye when a problem occurs - leaving the potential for lost revenues, reduced productivity and frustrated users.

VITAL's IPT Maintenance service supports the proper operation of Cisco® Unified Communications environments by applying knowledgeable people, proven processes and robust tools to reduce the recovery time when a problem occurs.

## Why VITAL?

### **Highly Skilled Engineers**

From common IPT issues to complex problems, VITAL's TSC engineers are trained to quickly identify the root cause of your problem and begin remediation activities to restore full functionality as quickly and efficiently as possible.

### **A Single Source**

Whether you have a technical question, require assistance to diagnosis a problem, or need a part dispatched and replaced by an onsite engineer, you only need one number - VITAL's.

### **Proven Processes & Systems**

With a long history of delivering ongoing support for mission-critical networks, VITAL has established proven processes and systems to ensure you receive professional, high-quality support each and every time.

### **Exceptional Value**

VITAL's IPT Maintenance service goes beyond break/fix repair by delivering value-added services that will provide you with greater visibility into your CallManager environment.

## *Expert Support - When & Where You Need It*

Protect your Cisco IPT investment with VITAL's IPT Maintenance service. Our comprehensive service delivers ongoing support for your environment by providing access to skilled resources for remote technical support and issue resolution, dispatching parts and onsite resources when necessary to resolve an issue, alerting you when voice quality and other service-affecting issues are identified, notifying you of the availability of critical patch updates, and producing quarterly audit reports that can be used to identify configuration issues, deviations and changes within your CallManager environment. If necessary, VITAL can also perform remote administration of telephone MACDs within your IPT environment.

VITAL's IPT Maintenance service allows you to improve your return on your technology investment by providing knowledgeable support and recommendations about the operation and configuration of your system, by minimizing your downtime when problems occur, and by supplying you with valuable information about your environment.

## Products Supported

- >> Convergence Servers
- >> Routers
- >> Switches
- >> Voice Gateways

# The Value of VITAL's IPT Maintenance Service

## ● Increased Visibility

- VITAL's IPT Maintenance service goes beyond "traditional" maintenance by including automated voice alerts and quarterly audits. These elements will provide you with a holistic view of your CallManager and can be used to identify inappropriate changes and voice quality issues.



## ● Rapid Problem Resolution

- If you're experiencing a problem within your IPT network, you need it resolved quickly and effectively. VITAL's troubleshooting capabilities coupled with our knowledgeable staff and proven processes allow us to rapidly pinpoint and resolve problems occurring in your network - leading to reduced downtime.

## ● Peace of Mind

- Issues are inevitable with any type of system. It's just a matter of **when** and **where** they are going to happen. With VITAL's IPT Maintenance service, you can rest assured knowing that knowledgeable technicians armed with advanced troubleshooting tools and problem isolation/resolution processes are available to support you 24 hours-a-day, 7 days-a-week.

## ● Predictable, Fixed Costs

- VITAL's IPT Maintenance service allows you to budget for your operational costs over the life of your IPT investment with long-term, predictable maintenance costs.

## ● Effective Resource Utilization

- By utilizing VITAL's staff of specialized IPT engineers, you can redeploy your in-house resources to focus on your strategic IT initiatives.



## Features

- ▶ Remote Technical Support
  - Answers to technical questions
  - Problem isolation
  - Remote problem resolution
- ▶ Parts Dispatch
- ▶ Onsite Field Support
- ▶ Automated Voice Alerts
- ▶ Critical Patch Notification
- ▶ Quarterly Audit Reports
- ▶ Remote Administration of MACDs (optional)

## Hours of Coverage

Select your coverage options by location to create the right solution for your needs and budget.

>> 7x24x4

>> 8x5x4

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