AudioCodes

REMOTE MONITORING SERVICE

Providing around-the-clock monitoring ensuring you are getting the very best performance from your network and allowing you to focus on your core business.

CHALLENGES

Ensuring that your network is always available and that it operates at peak efficiency has never been more fundamental to success. You also need a support strategy that ensures network performance. The management of voice networks represents a significant expense to companies of all sizes. Systems such as VoIP and Unified Communications infrastructures, must be highly available, scalable, and interoperate without problems. Continuous network monitoring provides a blanket strategy to protecting these interests and allows you to make informed decisions and responses to issues as they arise. Managing these networks face several significant challenges including:

- De-risking ongoing support following the deployment of new technologies
- Effectively monitoring all of the devices in a complex network on a 24x7x365 basis
- Reducing operational costs for network maintenance, while maximizing the value of your investment
- Detecting system problems to allow expedited restoration of network affecting problems
- Having the most efficient corrective action plan in place for network errors
- Staffing network operations centers (NOCs) and help desks when there is a shortage of these skillsets industry-wide

METHODOLOGY

To support today's complex multi service networks, AudioCodes has developed a comprehensive Professional Services program that provides responsive, preventive, and consultative support of AudioCodes technologies for your specific networking needs.

AudioCodes Professional Services supports networking devices, applications, and infrastructures, allowing large organizations and service providers to realize the full potential of a high-performance multi-service network.

The foundation for AudioCodes Professional Services is a network life-cycle model based on the four basic phases of planning, design, implementation, operating & optimizing (PDIO). The result is a unique portfolio of complementary and synergistic service components.

These services span the continuum of device, network, and application support for the AudioCodes high-performance solution, supporting your goals of seamless integration, high availability, and nonstop scalability to keep pace with your business and your network demands.

REMOTE MONITORING SERVICE

SOLUTION

Ensuring that your AudioCodes products are always available and that they operate at peak efficiency is critical to the success of your network. The AudioCodes Remote Monitoring Service is an annual renewable service that has the goal to ensure that the availability and performance of devices that support your network are monitored, measured and recorded by performing the following tasks:

- 7x24 fault monitoring
- Identification of faults
- Tier 1 troubleshooting and resolution
- Escalation and Dispatch

AudioCodes will work with you to develop agreed-upon thresholds for event reporting to keep you informed of important issues relating to network performance. Upon notification of an issue, the service desk will use remote diagnostics to provide Tier 1 service. If the problem cannot be resolved at this level, the service desk will escalate to AudioCodes Technical Support to initiate corrective actions. AudioCodes Remote Monitoring Service also provides you access to comprehensive technical support from experienced network engineers. If necessary, following AudioCodes diagnosis of a reported problem, we can assign and dispatch a field technician. This is an optional service in addition to the AudioCodes Remote Monitoring.

BENEFITS

In the end, the immediate response and appropriate action to network events is a key part of managing the network, helping ensure high performance and avoiding trouble areas. The AudioCodes Remote Monitoring Service offers peace of mind with the around-the-clock monitoring and having direct access to the AudioCodes experienced network engineers. The AudioCodes Remote Monitoring Service can also provide a wide range of service deliverables by tailoring the program to meet specific and growing demands. AudioCodes specializes in customized professional service programs that will complete the requirements to keep your business on top.

To see the complete list of Professional Services click here: **http://www.audiocodes.com/Professional-services**
For additional information or to obtain a quote, please contact your AudioCodes Sales Representative or Partner.

About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) designs, develops and sells advanced Voice over IP (VoIP) and converged VoIP and Data networking products and applications to Service Providers and Enterprises. AudioCodes is a VoIP technology market leader focused on converged VoIP & data communications and its products are deployed globally in Broadband, Mobile, Enterprise networks and Cable. The company provides a range of innovative, cost-effective products including Media Gateways, Multi-Service Business Gateways, Session Border Controllers (SBC), Residential Gateways, IP Phones, Media Servers and Value Added Applications. AudioCodes' underlying technology, VoIPerfectHD™, relies on AudioCodes' leadership in DSP, voice coding and voice processing technologies. AudioCodes High Definition (HD) VoIP technologies and products provide enhanced intelligibility and a better end user communication experience in Voice communications. communication experience in emerging Voice networks.

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