



## **AudioCodes**

## **STAGING SERVICE**

Ensuring an efficient, effective, and timely project implementation by configuring AudioCodes products in advance of delivery.

### **Challenges**

Faced with increasingly complex communications demands and advancements in technology, enterprises and service providers require turnkey implementation solutions to minimize deployment risks and meeting business goals. In order to ensure that the efficient, effective, and timely project implementation, it is highly recommended to stage as much of the hardware and software in advance as possible. This will result in an enhanced “out of the box” experience, resulting in reduced installation time and costs while maintaining exceptional quality.

### **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 three basic phases of planning, implementation, and operating. 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 non-stop scalability to keep pace with your business and network demands.

## Solution

Our team of AudioCodes logistics personnel and certified engineers handle all of your staging needs to your satisfaction. They have the ability to provide a variety of deliverables including:

- Preliminary consultation – gather needed customer information to pre-configure
- Bill of Materials (BOM) verification
- Assembly of hardware – unpack all of the hardware and assemble all components
- Software version verification – updating as necessary
- Configuration – apply specific per site parameters as well as functionality configuration
- Burn-in /Testing – verify the unit is fully functional
- Shipping – repack product to insure safe arrival and turn-key installation
- Site Inventory Report – including site location, hardware components, serial numbers and, software versions

In order to help support the customer with the project implementation, AudioCodes can provide on-site installation services. This service is optional and can be purchased separately.

## Benefits

The AudioCodes Staging Service plays a crucial role in ensuring AudioCodes products are accurately prepared, configured and tested, ready to support you when it arrives on-site. This service can 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.

For more information on AudioCodes Professional Services offering visit our website:

<http://www.audiocodes.com/professional-services>

or contact your AudioCodes Sales Representative or Partner.

Service availability varies per geographical location.

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