AudioCodes

The Voice Experts @ Your Service

PLAN

Determine the right solution and best practices for any project's needs.

IMPLEMENT

Achieve smooth voice implementations with global physical installation and configuration.

OPERATE

Prompt technical support, efficient hardware replacement and ongoing software and hardware upgrades.

A Comprehensive Portfolio of Global Planning, Implementation, Operations and Support services

AudioCodes' The Voice Experts @ Your Service program allows partners to complement their own services offering with our modular portfolio of Professional Services. The result is a complete network life-cycle model based on the three basic phases of PLAN, IMPLEMENT and OPERATE. Our Professional Services portfolio enables seamless integration, high availability, and non-stop scalability to meet business and network demands.

Benefits
Highly customizable offering complementing partners' in-house capabilities

- Covering the entire project life cycle
- Comprehensive deployment experience
- Extensive legacy system interoperability

- Wealth of field expertise
- Eliminate potential pitfalls
- Service with a global reach

- Prevent unnecessary downtime
- Ensure a smooth migration
- Service with a vision

AudioCodes Planning Services Portfolio

Service	Description
Network Voice Readiness Assessment	Avoid poor performance and user-experience issues arising from the implementation of new voice applications, and help reduce post-deployment costs and service interruptions.
Planning and Design	Based on many years of best practices and business benchmarking, our engineers provide assistance throughout the entire process of planning and designing new VoIP deployments.
Proof of Concept	A well-defined proof of concept is crucial to demonstrating the value and benefits of a proposed solution as well as identifying potential issues that may arise during the full deployment
Project Management	Our experienced project management team is there to ensure that our solutions are delivered and deployed on time, at the highest quality and on budget.

AudioCodes Implementation Services Portfolio

Service	Description
Implementation Services	• Site survey to verify the readiness of customer locations for the installation • Staging of devices prior to shipping to enable immediate activation upon delivery • On-site Installation including physical placement, connection and verifying basic functionality. • Configuration & Commissioning of devices (remotely or on-site)
Resident Engineer	Our resident engineers are available to provide dedicated support in many areas in order to meet customers' specific requirements.
Global Logistics	Ensure your products get shipped in the most straightforward and hassle-free way.

AudioCodes Operations and Support Services Portfolio

Service	Description
Technical Support	AudioCodes offers a comprehensive range of technical support packages to meet all requirements.
Hardware Replacement	A complete set of hardware replacement services to provide cost-effective repair and replacement options for all AudioCodes products.
Remote Monitoring	An annual renewable service designed to ensure that the availability and performance of devices in the network are monitored, measured and recorded.
Hardware & Software Upgrades	An AudioCodes managed service to monitor all software and hardware releases and make sure they are up to date.
Network Voice Performance Assessment	Monitoring enterprise voice networks to help identify quality issues in order to optimize service performance and quality.

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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