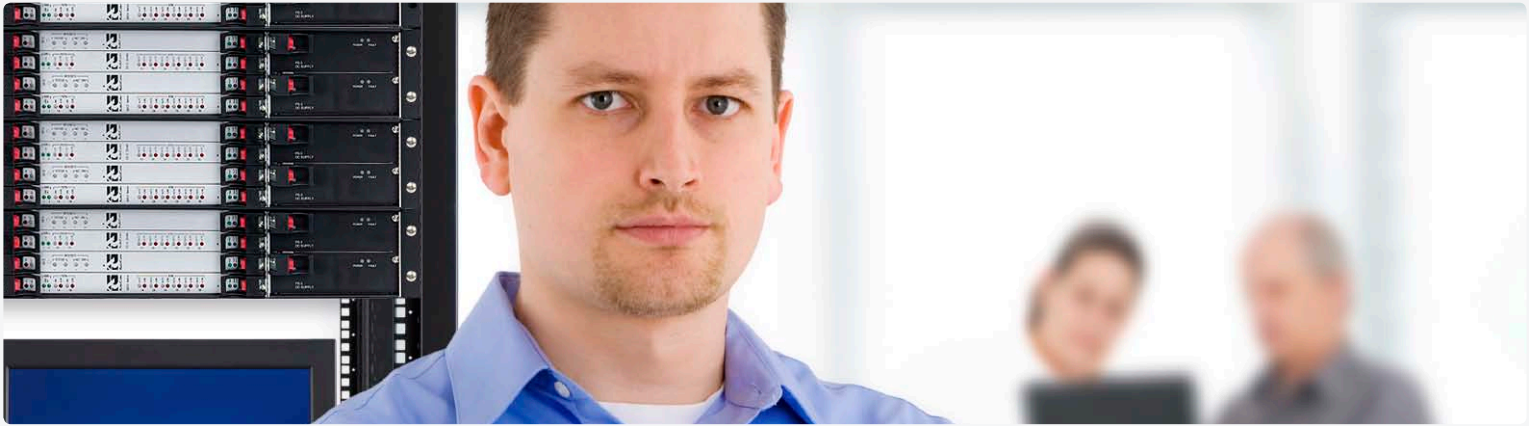




AudioCodes

The Voice Experts @ Your Service



PLAN

IMPLEMENT

OPERATE

Global Support and Operational Services Provided by AudioCodes' Highly Experienced Engineers

AudioCodes' portfolio of operations and support services is an essential part of our overall global services offering covering all aspects of Voice deployments from initial planning through implementation and operational support.

Following the successful deployment of a voice solution powered by AudioCodes, it is imperative to ensure that service can continue uninterrupted. AudioCodes offers a broad selection of support and operational services to assist partners with prompt handling of technical support issues, efficient supply of replacement hardware and ongoing management of software and hardware upgrades.



Benefits of AudioCodes Operations and Support Services

Highly customizable offering - choose only the services you need to complement your own service capabilities.

A wealth of field expertise - our engineers' vast experience helps achieve rapid resolution of your customers' problems.

Prevent unnecessary downtime - maintain continuous service with our hardware replacement options

Service with a global reach - leverage our global footprint to extend your service presence

AudioCodes Operations and Support Services Portfolio

Service	Description
Technical Support	<p>AudioCodes' range of technical support services are designed to meet the individual requirements of each customer implementation. AudioCodes offers various support service packages to meet all requirements.</p> <p>Included in our technical support offering are services such as:</p> <ul style="list-style-type: none"> • Telephone support – 9x5 or 24x7 • Access to AudioCodes online support system • All software updates and upgrades, including patches, maintenance releases and major version releases • Hardware Return and Repair service
Hardware Replacement	<p>AudioCodes offers a complete set of hardware replacement services to provide cost-effective repair and replacement options for all AudioCodes products. AudioCodes hardware replacement offerings provide the flexibility and convenience to choose a spares management methodology that best fits each deployment's needs.</p> <p>Options available include:</p> <ul style="list-style-type: none"> • Managed Spares (7x24x4) • Advance Hardware Replacement • On-site Spare Unit • On-site Break/Fix (7x24x4) • Return Authorization Material (RMA)
Remote Monitoring	<p>AudioCodes Remote Monitoring Service is an annual renewable service designed to ensure that the availability and performance of devices in the voice network are monitored, measured and recorded. The service is handled by experienced AudioCodes technical support staff and includes:</p> <ul style="list-style-type: none"> • 7x24 fault monitoring • Identification of faults • Tier 1 troubleshooting and resolution • Escalation and Dispatch
Hardware & Software Upgrades	<p>The best way to derive the maximum benefit from AudioCodes solutions is by ensuring that all software and hardware releases are up to date.</p> <p>AudioCodes Upgrade Services enable rapid response to changes by providing access to the most current functional enhancements, regardless of network size or the availability of internal resources. Depending on the requirements, the service can be provided on-site or remotely by skilled AudioCodes personnel.</p>
Network Voice Performance Assessment	<p>AudioCodes Network Voice Performance Assessment service monitors enterprise voice networks and helps identify voice-performance and user-experience issues in real time. The data resulting from the NVPA allows corrective action to be taken in order to optimize service performance and quality.</p>

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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