AudioCodes
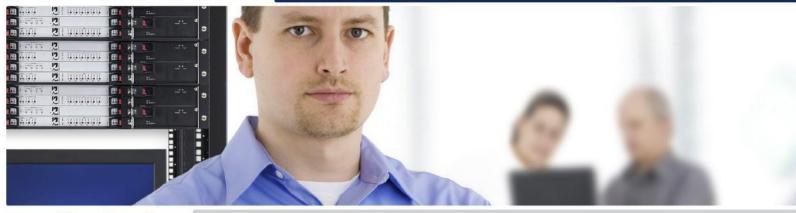## TECHNICAL SUPPORT SERVICES

AudioCodes offers flexible Technical Support services that ensure customer care and optimized network performance and availability.

Challenges

Ensuring that the customer network is always available and that it operates at peak efficiency has never been more fundamental to the success of business. Whether the customer is small or large, operating regionally or globally, a support strategy is needed that ensures service is maintained. Key challenges include:

• Developing a scalable maintenance plan to support existing and evolving networks
• Reducing operational costs for network maintenance
• Maintaining a single support agreement for network maintenance
• Finding a flexible support plan that keeps pace with business objectives

Once the customer network is operational, it is necessary to have professional technical support that is available around the clock, around the world and ensuring timely response, restoration, and resolution.

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

AudioCodes is committed to providing customers and partners with the most comprehensive and qualified Customer Support for AudioCodes products. Our Global Support Organization provides highly technical expertise, local presence around the world, using established processes and service management tools to ensure you get the most from your AudioCodes products. The AudioCodes Technical Support Center provides complete remote support services and offers the following:

- On-line ticketing system for support call ticketing, information gathering and status updates
- Fast and effective support for day-to-day operational issues and problems
- Resolution of complex customer issues using Field Application Engineers with in-depth knowledge and understanding
- Direct access to key technical information

Access to seasoned product experts that are backed by the company's development team ensuring timely delivery of product updates Our Global Customer Support team delivers flexible support service with Service Level Agreements (SLA), allowing you to get the most out of the AudioCodes products. AudioCodes Technical Support lets you take advantage of:

- One point of contact for all your support needs
- Flexible support agreements with 24x7 or 9x5 SLAs
- 24x7 online access to system for ticket creation, status updates and notifications
- Availability of all software updates and patches (software patches, maintenance releases, and major version releases)
- Hardware Return and Repair (R&R) Service
- Fast response times, prioritization, and incident escalation

In order to help support the customer with all post-deployment activities, AudioCodes offers the following additional services, which can be purchased separately:

- Hardware Restoration Services including Managed Spares (7x24x4), On-site Spare Units, and Advanced Hardware Replacement
- Post-deployment installation, configuration, and provisioning related activities
- On-site support activities when necessary
- Distribution and implementation of software patches, fixes, updates, and major releases

Benefits

AudioCodes Technical Support Service can be customized to fit your support needs. AudioCodes offers a wide range of standard and optional service and support programs to meet your company's unique needs. Designed with the diverse range of telecom applications for AudioCodes products in mind, the programs can be selected and combined to provide various levels of service and support. Our engineers bring many years of experiences with their knowledge of AudioCodes products and their integration with existing telecommunication networks. We provide quick and effective support for day-to-day operational issues and problems arising from deploying and maintaining AudioCodes products in various network configurations. Our Field Application Engineers (FAEs) and product experts, backed by the AudioCodes development team, provide in-depth knowledge and understanding of best practices and customer-specific applications, in order to resolve complex technical issues and maintain continuous network operation.

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.