AudioCodes

RESIDENT ENGINEER

AudioCodes Resident Engineer service provides certified, experienced, and knowledgeable professionals to augment and complement the skill sets of the customer staff.

Challenges

In order to ensure that their networks run at maximum efficiency, customers may benefit from additional staff to supplement its operational capabilities or to perform a variety of in-depth network analysis as well as system management tasks. The AudioCodes Resident Engineer service focuses on all technical aspects of your AudioCodes products by providing certified, experienced, and knowledgeable professionals to augment the existing skill sets. By working with you, Resident Engineers become intimately familiar with your unique processes and requirements, the network's specific configurations and challenges, and your staff's strengths and limitations. AudioCodes Resident Engineers provide the crucial support and the Voice experience you need to maximize performance of AudioCodes products.

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

The AudioCodes Resident Engineer service provides a full-time dedicated AudioCodes Professional Services Engineer (PSE) that will be selected based upon their background to perform the required activities and suited to your specific needs. Typical activities and deliverables performed by an AudioCodes Resident Engineer include the following:

- Network Design
- Project Planning
- Technical support for AudioCodes products
- Customer training which can be customized to fit your specific needs using a "hands-on" approach to provide a transfer of knowledge
- Implementation support
- Network Integration and Commissioning support
- Development and testing of Method of Procedures (MOP) for upgrades
- Operations, administration, maintenance and provisioning consultation
- Analyze, review, and recommend configuration information
- Creation of network operation and equipment operating procedures
- Determine operational readiness
- Troubleshooting and diagnosis of faults
- Liaison to AudioCodes Customer Technical Support

Benefits

Our Resident Engineers bring many years of experiences with their knowledge of telecommunication networks and AudioCodes products. In addition to the above mentioned deliverables, AudioCodes Resident Engineer 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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