Plan. Implement. Operate.

AudioCodes Global Services

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

PLAN
Determine the right solution and best practices for each project to ensure an optimal deployment.

IMPLEMENT
Smooth voice realization through global installation, implementation and commissioning services.

OPERATE
Prompt technical support, efficient hardware replacement, ongoing monitoring and managed services.

AudioCodes' services allow our partners and customers to complement their own services offering with our modular portfolio of service options. The result is a complete network lifecycle model based on the three basic phases of **PLAN**, **IMPLEMENT** and **OPERATE**. Our Professional Services portfolio delivers seamless integration, high availability and flexible scalability to meet business and network demands.

- Highly customizable offering complements partners' in-house capabilities
- Unparalleled deployment experience covers all eventualities
- Smooth migration for preventing unnecessary downtime
- Extensive interoperability for easy system connectivity
- Wide range of technical support and replacement packages for all project lifecycle stages

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.

AudioCodes Implementation Services Portfolio

Service	Description
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.
Implementation Services*	• Site survey to verify the readiness of customer locations for the installation. • On-site installation including physical placement, connection and verifying basic functionality. • Configuration and commissioning of devices (remotely or on-site).
Resident Engineer	Our resident engineers are available to provide dedicated support in many areas to meet customers' specific requirements.
Global Logistics*	Ensure products get shipped in the most straightforward, secure 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 specific customer 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.
Managed Services	A complete package of customizable services available on a recurring "pay as you go" basis covering planning, deployment and support, including outsourcing AudioCodes software and hardware products.
Training	Comprehensive technical training courses for AudioCodes' partners and customers, with a combination of theory and hands-on studies leading to several levels of certification.

For more information on AudioCodes' Professional Services offering, visit: **www.audiocodes.com/services-support/professional-services**, or contact your AudioCodes sales representative or partner.

*Service availability varies depending on geographical location.