



Managed Services Capabilities

Response Time for Service Request

Always 24/7/365

- 2-hour emergency
- 24-hour routine

MAC Monitoring

Throughout the day your communications applications will self-check for errors. If any errors are sensed, our Network Operations Center is notified immediately and appropriate action is taken automatically.

Training Classes

Administrative and Station Level refresher training classes available. Free ½ day included annually at your site upon request.

Network Documentation

Meridian IT provides free online resources and tools to network professionals regarding network documenting, diagramming, and management.

Remote MAC (Moves, Adds and Changes)

Excludes Professional Services

- Stations
- Mailboxes
- Trunking
- Password changes

Software Release Management

Provides a comprehensive service including evaluation, recommendation and installation of applicable product updates on the customer's supported products.

Backup Service

Off-site backup of your communication server's configuration

Secure Web Portal Access

Inventory - Site Survey

- Inventory of the major communication server hardware and software components
- “End of Life” analysis pinpoints unsupported manufacturer’s equipment

Configuration - SourceBook

- Details a communication server’s programming
- Graphics of each set and each button’s feature or line assignment
- Lists of each designed group (Intercom, Call Pick-Up, etc.)
- Clearly defines trunking, call routing, and even calling privileges
- Service-improving action items are uniquely determined for your system

Security Audit

- Detailed, computerized review of the system’s programming
- Analyses of 83 separate features with security implications
- Each analysis consists of a feature description, the security concerns and recommended changes in programming

Optional Offerings

- Agency
- Call Center Tune-Ups
- Network Analysis

Meridian IT Managed Services Offerings: CM5 or Greater		Manufacturer	Primary	Premier
Remote Hardware and Software Support	Remote escalation and technical support up to and including Tier IV, Avaya Labs, if necessary to resolve an issue	•	•	•
Software Release Updates	Access to minor software updates, service packs, PCNs, minor release and firmware updates	•	•	•
Parts Replacement	Replacement parts and the labor to install them is included in your Meridian IT Managed Services offer.		•	•
Response Time for Service Request	Always 24/7/365, alarms are addressed with 2-hour and 4-hour response objective.		4-hour	2-hour
MAC Monitoring	Throughout the day, your communications applications will self-check for errors. If any errors are sensed, our Network Operations Center is notified immediately and appropriate action is taken automatically.			24/7
Training Classes	Administrative and Station Level refresher training classes available. Free ½ day training included annually at your site upon request.			•
Network Documentation	Meridian IT provides free online resources and tools to network professionals regarding network documenting, diagramming, and management.			•
Remote MAC	Remote Moves, Adds, and Changes are included as part of your Meridian IT maintenance agreement. Includes stations, mailboxes, trunking and password changes (excludes Professional Services).			•
Software Release Management	Provides a comprehensive service including evaluation, recommendation and installation of applicable product updates.			•
Backup Service	Off-site backup of your communication server’s configuration			•
Secure Web Portal Access	Inventory (Site Survey), Configuration (SourceBook), and Security Audit			•
Customized Optional Offerings	Agency, Call Center tune-ups, Network Analysis and Managed Services (owned asset)	Additional Cost		

Meridian IT Inc. is a member of Meridian Group International, a collection of companies engaged in technology and equipment leasing businesses. Since 1979, Meridian Group has been helping organizations optimize the strategic value of their IT investments. Learn more at www.onlinemeridian.com

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