



# 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

## Meridian IT Managed Services Offerings: IP Office

	Manufacturer	Primary	Premier
<b>Remote Hardware and Software Support</b>	•	•	•
Remote escalation and technical support up to and including Tier IV, Avaya Labs, if necessary to resolve an issue			
<b>Software Release Updates</b>	•	•	•
Access to minor software updates, service packs, PCNs, minor release and firmware updates			
<b>Parts Replacement</b>		•	•
Replacement parts and the labor to install them is included in your Meridian IT Managed Services offer.			
<b>Response Time for Service Request</b>		4-hour	2-hour
Always 24/7/365, alarms are addressed with 2-hour and 4-hour response objective.			
<b>MAC Monitoring</b>			24/7
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. <i>May not be available on all software releases.</i>			
<b>Training Classes</b>			•
Administrative and Station Level refresher training classes available. Free ½ day training included annually at your site upon request.			
<b>Intelligent Dispatch</b>		•	•
With the information gathered via remote monitoring, the technician is ready to resolve the problem the first time, minimizing return visits and downtime.			
<b>Remote MAC</b>			•
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).			
<b>Technical Support</b>		•	•
Meridian IT always has an expert to take your call – you have access to the Meridian IT Technical Center, field technicians, and supported service engineers. This service is included.			
<b>Preventative Maintenance</b>		Semi-annual	Semi-annual
Semi-annual health check of system as defined by manufacturer.			
<b>Help Line Support</b>			•
Call Meridian IT and get the answers you need on products, features/functions and interoperability. Basic Help Line and application support services are included.			

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](http://www.onlinemeridian.com)

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