

ShoreTel Partner Support



Network Computing Architects, Inc.

Network Computing Architects ShoreTel Partner Support

Benefit Options

8x5 or 7x24 Technical Assistance Center via a toll-free phone number

Advanced exchange, next business day delivery or onsite parts replacement

Advanced exchange, ground delivery for covered ShorePhone IP telephones

Software documentation, patches and updates.

ShoreTel end user and/or Administrator onsite training.

ShoreTel system design consultation

Unlimited access to NCA Web Portal

Overview

NCA's comprehensive support strategy includes hardware replacement, access to software upgrades, remote technical support, administrative and end user training, and system design.

Technical Support

Our technical support engineers are available to answer your technical questions 9am to 6pm, Monday through Friday. Our Premium support offers 7x24 system failure response. Our experienced ShoreTel certified engineers are available to assist with a mission-critical issue or basic product configuration.

Software Upgrades

Software upgrades keep your company on the leading edge of technology. Software files and documentation can be downloaded at your convenience from NCA's Web site. NCA's technical support team is available to answer any questions that may arise.

Web Access

Your unique password provides access to view product documentation, technical notes, and answers to frequently asked questions.

Training and System Design

NCA provides onsite training for end users or administrators, along with system design consultation.

Hardware Replacement

NCA offers two hardware replacement options to prevent the risk of downtime.

Next Business Advanced Replacement

This is a good choice for organizations that stock a spare switch and have the technical resources to replace the hardware. With this option, the replacement is shipped to arrive at the designated location the next business day.



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NCA provides three tiers of support to cover your organization's post-implementation requirements for hardware replacement, software upgrades, technical support, training and design.

	Basic 8X5 Support Coverage	Advanced 8X5 Support Coverage	Premium 24X7 Support Coverage
System Failure Response	Not Included	Included 9:00 AM to 6:00 PM (PST), Monday through Friday; excluding NCA holidays Response within 1 hour or less and/or dispatch in 4 hours or less.	Included 24 hours/day 365 days/year Response within 1 hour or less and/or dispatch in 4 hours or less.
Remote System Troubleshooting & Assistance	Included 9:00 AM to 6:00 PM (PST), Monday through Friday; excluding NCA holidays.	Included 9:00 AM to 6:00 PM (PST), Monday through Friday; excluding NCA holidays.	Included 9:00 AM to 6:00 PM (PST), Monday through Friday; excluding NCA holidays.
Hardware Replacement (Repair nature only) Excluding Acts of God and Customer fault.	Included Next business day replacement. Ground shipment on non-critical parts.	Included Access to NCA inventory. 4 hour replacement on critical system parts.	Included Access to NCA inventory. 4 hour replacement on critical system parts.
Hardware Replacement Labor	Not Included	Included	Included
Minor & Major Releases Software Updates	Included	Included	Included
Minor & Major Releases Labor	Not Included	Included Limited to one upgrade per year.	Included Limited to one upgrade per year.
ShoreTel Design and Onsite Training	Not Included	Included 2 hours per year.	Included 4 hours per year.
System Health Check Bi-Annual Trunk Peak usage report Bi-Annual switch port usage report Recommendations on capacity planning	Not Included	Included	Included
NCA Subscription Service Offerings Network Assessment Firewall Security Analysis Security Program Development	Not Included	Available Discount	Available Discount

NCA, founded in 1992, is a West coast provider of Information Security, Convergence and Telephony product and service solutions. NCA specializes in information security management and acts as an ISO 27001:2005 associate consultant for the British Standards Institute developing Information Security Management Systems for our clients.



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