



NCA ShoreTel Managed Services

NCA Managed Services

Network Computing architects Inc. (NCA) is on your side to help you get the greatest value from your technology investment. **NCA Managed ShoreTel Services** deliver proactive, high touch, personalized support that helps your organization resolve ShoreTel Unified Communications (UC) solution issues quickly, enhance operational efficiency, and maximize your investment in UC solutions. This is true no matter whether you are a global enterprise or local business.

NCA Managed ShoreTel Support offerings include:

Proactive Management for Switches, Voice Infrastructure and Servers

Your ShoreTel infrastructure is key to maintaining flexible and reliable communications. Each device throughout your network has its own requirements that must be managed proactively to achieve the best possible performance. NCA has been working with the specialized servers and switches used in ShoreTel for years and can maintain, upgrade, and optimize your system with zero business disruption to you. You'll always be positioned for the latest features.

24/7 2-Hour SLA

NCA prides itself on industry leadership when it comes to your Service Level Agreement. Unlike others in the support space, we are committed to one-hour response of downtime and other performance issues. Proactive monitoring and "around the clock" availability of our top ShoreTel experts means you never have to wait when it comes to ensuring the stability of your business. Plus, we enact preventive measures to ensure problems don't recur.

Client Portal for Ticket Administration

Effective ticket administration is the key to clear communication when problems arise. Our support ticketing system provides you with instant access to our team no matter where you are. Trained ShoreTel experts can provide you with immediate information and steps to take in the event of mid-priority performance issues. You can track issues through the system, escalate, and inform other stakeholders in your enterprise at the click of a button.

For more information about NCA Security Services
visit, www.NCAnet.com



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Adds, Moves and Changes

As the physical geography behind your business changes, the logical layout of your ShoreTel infrastructure should evolve to suit it. Obtaining maximum performance at a minimum price often means taking action to expand or adjust the components of your network. NCA experts can lead proactive optimization of your system to extend its features to new workgroups or locations. We work with your schedule and needs to ensure zero disruption.

Technical Support

Our technical support engineers are available to answer your technical questions 8 AM to 5 PM, Mon through Friday. Calls placed outside of business hours regarding critical system failure are returned within 2 hours. All other calls will be returned the next business day.

Hardware Replacement

ShoreTel Appliances under NCA ShoreTel Support are eligible for advanced, overnight replacement. Advanced exchange, same day replacement of ShoreTel Appliances is available at NCA's current Time & Material rates for customers with 1 hour driving distance from any NCA office.

Software Updates

Software updates keep your company on the leading edge of technology. When new software updates are released, you will have access to them, as well as detailed notes explaining new features help to decide the best time to complete the upgrade. NCA's technical support team is available to answer any questions that may arise.

Applying Updates

All technology systems within your enterprise need regular updates to function at their best. In a time of increasing security pressures, failing to apply updates consistently can invite trouble and expose your sensitive data resources to attack. Through NCA's Management Services, you'll have access to resources to activate new updates quickly.

Monthly User Trainings

As your organization hires new employees, or if they just need a refresher course, NCA's monthly end user Connect Client training is the perfect place to send them. The NCA instructor will review the most commonly used features and functions of the Connect Client, as well as field questions on specific use cases.

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Basic ShoreTel Support:

- Remote system troubleshooting and assistance (8 x 5)
- Next business day advanced hardware replacement
- Access to ShoreTel's major and minor software releases
- ShoreTel product users guides and documentation
- Monthly web-based end user training
- Rapid system failure response
- Next business day advanced hardware replacement
- Access to ShoreTel's major and minor software releases, and remote assistance on upgrades (8 x5)
- Installation of critical Microsoft updates and service packs during upgrades
- ShoreTel product user guides and documentation
- ShoreTel design assistance and continual best practices recommendations for enhancing customer infrastructure and provide meaningful alerting and reports

ShoreTel Managed Support:

- Remote system troubleshooting and assistance (24 x 7; after hours/weekend system failure only)
- Remote Monitoring and Management (NCA will monitor covered customer systems 24 hours a day, 7 days a week by utilizing the NCA remote monitoring and management (RMM) platform. This includes servers, ShoreGear switches, gateways, and other voice related equipment)
- System health checks with Quarterly Business Review (QBR) with customer to review reports, network security, work performed, future enhancements, and service delivery
- Monthly web-based end user training

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