

One Care maintenance



Our One Care maintenance program gives you:

- **A single point of contact for quick problem resolution**
- **Multivendor expertise**
- **Polycom & TANDBERG Platinum certified service teams**
- **30-person Help Desk team
20-person field service team**
- **Five global Help Desk service centers provide follow-the-sun live support**
- **Work-to-completion commitment**



www.wireone.com / 888.448.7726

Anytime, anywhere support for your videoconferencing system

Hassle-free videoconferencing

Wire One knows you're busy. Downtime with your videoconferencing system and maintenance hassles are not an option. We make it easy to manage your system with an end-to-end support solution called One Care. With One Care, you can focus on your core business needs and let us shoulder your day-to-day maintenance and support requirements.

A proactive philosophy

Wire One is more than a maintenance provider. We're concerned about the long-term health and vitality of your video program. That's why – even with our basic remote maintenance package – we offer state-of-the-art online reporting that lets you track history and statistics on your equipment. Our One Care Plus package includes remote equipment monitoring as well as a quarterly system analysis and optional device management. We want to help you anticipate problems before they occur and ensure your successful conferencing.

Certified, professional staff

With the largest service staff in the industry our professionals hold more certifications than any other videoconferencing provider. Only Wire One trained technicians answer your service calls – not an outsourced provider. Our global team is there to meet your needs wherever you are, whenever you need us whether it's face-to-face or remotely. To meet the range of service requirements our staff holds expertise in:

- Videoconferencing Systems – 17 Certified Videoconferencing Engineers (CVEs); over 40 technicians with multi-vendor certifications
- Equipment – 100% of Wire One staff are Polycom and TANDBERG Platinum certified, with competencies in RADVISION, Sony, VCON, VTEL, Initia, Adtran, ClearOne and other equipment
- Networking – Certifications in A+, Net+, MCSE and CCNA, CCDP, CCNP and CCDA



One Care Maintenance Plans

Get the best support in the industry for your videoconferencing system

24x7x365 Help Desk Support – One call connects you to our network of service technicians. Our expertise covers the entire videoconferencing environment – including operating systems, endpoint hardware and software, MCUs, gatekeepers, gateways, networks (ISDN & IP), conferencing-related software and peripheral devices.

Guaranteed next business day parts replacement – Leveraging our strong partnerships and direct access to manufacturers, we guarantee next business day parts replacement, and not third-party spares in the continental United States. International service is also available.

Online reporting and tracking – Our easy-to-use interface lets you open tickets and track real-time status right from your desktop. You can check current ticket status, history, statistics and service performance to get valuable insight into your system – and often identify issues that give you better system performance.

24-hour video test facility – The Wire One test facility allows you to test equipment at your convenience 24 hours a day. It's easy to dial in and connect with our comprehensive collection of the latest video equipment.

Software updates & upgrades included – Keeping your system up and running with the latest software helps you take advantage of the newest technological innovations.

Next-day on-site service – Most service calls are handled over the phone for quick response, but with the assurance that a service engineer will be at your site by the next business day if necessary. Our dispatcher pulls from the industry's largest pool of qualified field technicians to give you the expertise you need for your situation.

Remote equipment monitoring – Using our exclusive Remote Equipment Monitoring platform, we continuously monitor the devices that support your videoconferencing environment. Your chosen list of contacts are immediately notified via e-mail if there is a system outage, network failure or other critical event. Proactive monitoring lets us troubleshoot system problems before they impact your videoconferences.

Network troubleshooting – We work directly with your carrier to insure proper provisioning and routing of videoconferencing lines in the event you have network trouble.

Quarterly videoconferencing system analysis – A key to providing a reliable video experience is regular analysis of your existing environment. Your account team will help you analyze historical data to predict system performance and proactively plan support strategies, technology investment and resources.

Optional MCU / Gatekeeper / Gateway management – Our certified professionals can manage your infrastructure equipment so you can save on high technical administration costs and focus on your core business. Daily management services include configuration and capacity management, software updates, hardware/software troubleshooting and ticket management. Detailed reports help you predict the performance of any aspect of your video system – endpoints, MCUs, gateways, gatekeepers and routers. This management service is only available in conjunction with a One Care Plus contract.

One Care Remote	One Care On-site	One Care Plus
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