

Ascend MANAGED SOLUTIONS

- ▶ Are your Telecom systems performing at the most efficient level possible?
- ▶ What happens if your telecom company T1/PRI/SIP Circuit is down? Do you know who to call to have it restored in the quickest manner possible? Are you tired of navigating "many" phone company menus to get someone that can help?
- ▶ Have you had staff turn-over and no one knows your system?
- ▶ If your system fails, how much will it cost to repair/restore your system/database?
- ▶ Do you perform a complete database backup including all voicemail messages every 24 hours and keep a copy of the backup off-site?
- ▶ If one of your redundant hard-drives fails on your IP-PBX phone system, do you know about it, enabling you to take immediate action?
- ▶ If your server or telecom room A/C stops working on a weekend, will you know about it and take proactive action or will temperatures exceed mfg guidelines and damage expensive equipment?
- ▶ Are you paying for telephone company outside lines you do not need?
- ▶ Do you have access to Call Detail Reporting for all inbound and outbound calls?



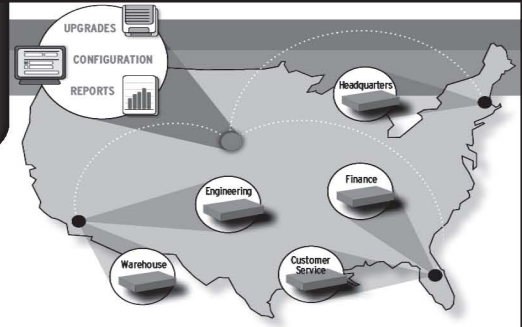
Let Ascend's Managed Solutions take the responsibility so you can focus on the things you do best: "Running your organization in the most efficient manner possible!"



VERTICAL™
Wave™ IP™



Solutions powered by:



Our Managed Solutions offering lets us provide remote mission-critical support from our NOC to all of your locations!

PLAN OPTIONS



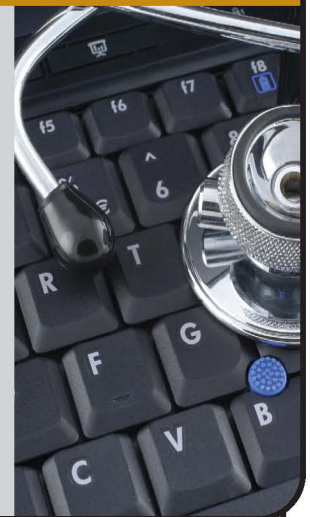
SILVER-CARE Basic Offering – High value for investment

- **Nightly Configuration Backup (Optional VM MSG) w/ off-site File / Data Storage**
- 24x7 SNMP Monitoring of complete IP-PBX Phone System Health to include all System Hardware, HDD RAID status, Power Supply, Fans, software upgrade monitoring and much more
- **Automatic NOC Ticket Generation via SNMP traps and on call Technician Notification based on Customer Service Level Agreement (SLA)**
- Custom Weekly/Monthly Call Detail Reporting with Email Delivery to various end-user departments such as Executive, IT Dept, etc. for station utilization, Trunk Utilization, Department Call Activity, etc.
- Semi-Annual Executive Level Reporting of all statistics



GOLD-CARE Excellent Value - For Day-to-Day Operations

- Includes All Silver-Care Features
- Software Upgrades (procured separately) applied, tested and managed including backups/restorations
- **All necessary "hot-fixes" are applied and managed as required**
- Unlimited Web-based End-User Training with professional Audio / Visual Modules
- **Unlimited off-site Moves-Adds-Changes, application configuration revisions / programming**
- Unlimited Phone Support
- **Actively work with PSTN Providers to correct any problems identified and reported under SNMP Monitoring**
- If Gold-Care is chosen at time of purchase, includes enhancement of Mfg Warranty from 2 years to 5 years
- Guarantees business day response (24 hours) for routine requests and (4 hours) for requests tagged as "urgent"



PLATINUM-CARE Designed for Mission Critical Apps

- Includes All Gold-Care Features
- **Certified Technician On-Site time as required for Normal Moves-Adds-Changes**
- Includes replacement of any failed Out-of-Warranty Hardware including On-Site time to troubleshoot & replace
- Guarantees business day response (4 hours) for routine requests and (1 hour) for requests tagged as "urgent"
- Semi-Annual Executive Level Reporting of all statistics



To understand which service plan is right for you, call Ascend Today!