



CISCO POWERED COLLABORATION – BUSINESS COMMUNICATION

MANAGED BUSINESS COMMUNICATIONS

Business Communications is a set of services, rules and procedures for remote monitoring, precise diagnostics, timely troubleshooting and policy deployment meeting customers’ security needs and requirements. ComuTel resell this service from Telelink – the Managed Service Provider (MSP) and guarantees requested by the customer level of service by strict Service Level Agreement (SLA). ComuTel resell all the necessary services performed by certified and experienced professionals using best of class procedures, policies, equipment and software integrated in a dedicated Monitoring Center and NOC of Telelink – the Managed Service Provider (MSP).



SERVICE OFFERING

EXAMPLE PACKAGES

- Remote: Remote Managed BC (proactive monitoring, consulting on the phone, remote configuration and asset management, predefined SLAs, on-site visit not included in the package)
- Classic: Managed BC (proactive monitoring, consulting on the phone, preventive maintenance, corrective maintenance, predefined SLAs, on-site visits included in the package)
- Complete Solution for Office Communications: Based on Small and Medium Business (Pro) Cisco portfolio (proactive monitoring, consulting on the phone, preventive maintenance, corrective maintenance, predefined SLAs, on-site visits included in the package, leasing option)

PRICING STRUCTURE

Managed BC pricing components typically include one-time costs and monthly recurring costs

ONE-TIME COSTS

- Audit and data migration planning and implementation
- Design for Unified Communications deployment
- Installation and remote deployment costs for UC
- Installation and deployment costs Central locations/Aggregation points, data center location
- Hardware spares

MONTHLY RECURRING COSTS

- Management of BC network
- Management fees associated with performing fault, configuration, performance and preventive remote administration functions
- Vendor support costs
- Periodic maintenance