

Real-time communications requires real-time support

Today's IT organizations are challenged daily by a workforce that expects instant messaging, unified communications, Web conferencing, Voice over IP, and social networking to be "always on", while corporate management expects that all such communications are fully secured at all times to ensure compliance and intellectual property protection. To meet both sets of expectations, IT needs "always-on" support services for those real-time communications networks.

Actiance Enterprise Support is our most comprehensive support offering. Available worldwide 7x24x365, Enterprise Support is personalized to individual customer requirements, from an in-depth understanding of the customer's IT infrastructure to assistance with planning for future security requirements as the business and its communications needs evolve.

Enterprise Support goes far beyond the basics to provide assistance with network architecture, planning and design, network and system troubleshooting, database deployment and tuning, high availability and disaster recovery planning, and other activities.

Enterprise Support Benefits

Actiance Enterprise Support provides customized support services by developing a deep partnership with customers' internal staff through:

Technical Account Management

Two technical account managers work closely with IT staff to ensure fast, efficient problem resolution that's tailor-made for individual organizational requirements. Weekly conference calls ensure issues and needs are handled and addressed in a timely manner. This close relationship also ensures that Actiance's developers can take into account customers' plans as software upgrades and new products are designed and planned.

Teamwork

Actiance technical account managers become an extension of the customer's IT, messaging, and security teams to advise on system evolution and alert customers to potential security and compatibility issues before they can become a problem. The account managers' in-depth familiarity with the customer's internal IT infrastructure, both current and planned, is ensured through on-site visits and support for critical developments.

Deployment and Performance Optimization

With the real-time communication infrastructure becoming mission-critical, Actiance enterprise support provides necessary planning to rollout, tune and optimize the network and databases for an effective deployment that meets the security, management, and compliance policies of the enterprise.

Disaster Recovery Planning

To ensure business continuity, Enterprise Support facilitates the planning for disaster recovery so that organizations can either maintain or quickly resume this mission-critical function.

Access to Actiance "Supportal"

Our online support portal provides a comprehensive, searchable collection of technical information, product documentation, deployment and solution integration guides. The portal can also be used to track and manage support cases online.

Summarizing Actiance Enterprise Support

	Standard Support	Premium Support	Enterprise Support
Hours	8/5	24/7	24/7
Dedicated Account Manager	No	No	Yes
Product Troubleshoot	Yes	Yes	Yes
Product Installation*	No	No	Yes
Network Planning	Yes	Yes	Yes
Network Optimization	No	No	Yes
Database Planning	Yes	Yes	Yes
Extended Database Services	No	No	Yes
Recovery Planning	No	No	Yes
Weekly Call	No	No	Yes
Onsite Visits	No	No	Yes
Root Cause Analyses	No	No	Yes
Online Ticketing System	Yes	Yes	Yes
Case Reviews	No	No	Yes
Access to Supportal	Yes	Yes	Yes

*Remote support

AT A GLANCE

The award-winning Actiance platform enables security and compliance for unified communications, IM, and Web 2.0. To ensure customers' networks stay secure and available, Actiance's worldwide support network offers a range of programs to provide organizations with unparalleled service and access to qualified technical resources – anywhere, anytime.

KEY FEATURES

In addition to standard and premium support offerings, Actiance Enterprise Support includes:

- **Two dedicated points of contact in appropriate geographical locations to coordinate**
 - Management and resolution of all open support issues
 - Knowledge of customer infrastructure and configuration
 - Appropriate Actiance resources for timely and efficient problem resolution
- **Two days onsite at customer facilities to learn environment, infrastructure and network configuration**
- **Proactive planning for version upgrades and change management**
- **Weekly status calls, planning and case tracking**
- **Root cause determination on all cases before closing**

About Actiance

Actiance enables the safe and productive use of unified communications, collaboration, and Web 2.0, including blogs and social networking sites. Formerly FaceTime Communications, Actiance's award-winning platforms are used by 9 of the top 10 US banks and more than 1,600 organizations globally for the security, management, and compliance of unified communications, Web 2.0, and social media channels. Actiance supports all leading social networks, unified communications providers, and IM platforms, including Facebook, LinkedIn, Twitter, AOL, Google, Yahoo!, Skype, Microsoft, IBM, and Cisco.

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