Westcon™
Services Solutions

Customer Hot Sheet
Sonus Gold Seal Services

GoldSeal™ Sonus®

WHAT IS THE GOLD SEAL MAINTENANCE OFFERING?

Westcon Services are now able to offer a full helpdesk capability for Sonus SBC1000 and 2000 products providing Level 1 and Level 2 technical support. In addition to technical support, Westcon are now also able to offer both Onsite and Remote installation services for the Sonus SBC1000 and SBC2000 products.

KEY PARTNER BENEFITS:

- Make more margin! Increased discount for Sonus Authorised resellers, is available when buying GoldSeal support services.
- 24/7 support coverage by certified engineers with multi-vendor UCC expertise
- Access to Sonus for Level 3 support via Westcon
- Single point of contact for product and support in one purchase order
- Westcon systems will provide insight into renewal dates and help partners manage them to maintain and grow annual regular support income.
- Westcon provides vendor escalation and maintains ownership throughout the incident
- No need to invest in a support capability - use Westcon as your support partner!

KEY BENEFITS AT A GLANCE:

- Sonus-certified engineers Technical Support Line
- Sonus Software Updates & Upgrades delivered as a part of GoldSeal Enhanced & Premium Maintenance
- Single contact number and clear escalation processes
- Direct access to Sonus for escalation requirements
- Automated renewal tracking built into your GoldSeal service
- Online incident tracking and email updates on ticket progress
- Onsite and Remote installation services for SBC1000 and SBC2000 products
- Deliver an end-to-end customer solution from product supply to an installed and supported deployment

WHAT IS COVERED WITH GOLD SEAL MAINTENANCE?

		GoldSeal Standard	GoldSeal Enhanced	GoldSeal Premium	GoldSeal Software
Technical Support	Language	English/German	English/German	English/German	English/German
	Support Center Product Guidance	✔	✔	✔	✔
	Westcon Online Web Support	✔	✔	✔	✔
	Westcon 9x5 Phone Support	✔	✔	✔	✔
	Westcon 24x7 Phone Support	✕	✔	✔	✔
Software	Software Support - Current Major Release	✔	✔	✔	✔
	Software Support - Two Major Releases Back	✕	✔	✔	✔
	Software Updates (minor, major and maintenance)	✕	✔	✔	✔
Hardware	30 Day Return and repair Hardware Replacement	✔	✔	✕	–
	Advanced Replacement - Next business day ship	✕	✕	✔	–

WHAT SERVICE LEVEL AGREEMENTS DOES GOLDSEAL SUPPORT OFFERS?

Severity Level	Definition	Response Time	Commitment	Expected Resolution time
P1 Critical	An error that renders the product inoperative or causes the product to fail catastrophically; e.g. major system impact, system down	1 Hour	Westcon and customer will commit full-time resources to resolve the situation or obtain a work-around, during the business hours of the purchased support i.e. 24x7 or 10x5. 24x7 support is only available in English.	Same day
P2 High	An error that substantially degrades the performance of the product or materially restricts customers business; e.g. moderate system impact, system hanging	2 Business Hours	Westcon and customer will commit full-time resources during normal business hours to resolve the situation (or obtain workaround)	2 Working days
P3 Medium	An error that causes only a minor impact on customer use of the product; e.g. minor system impact, performance/operational impact	4 Business Hours	Westcon and customer will commit the necessary resources during normal business hours to restore service to satisfactory levels	5 Working days
P4 Low	A reported anomaly in the licensed product which does not substantially restrict the use of one or more features of the licensed product to perform necessary business functions	8 Business Hours	Westcon and customer will provide resources during normal business hours to provide information assistance as requested	10 Working days

SONUS PROFESSIONAL SERVICES

SONUS INSTALLATION SERVICE
The Sonus GoldSeal Remote and Onsite Installation service allows resellers to sell professional services.

WHAT IS AVAILABLE?
Westcon Services offers the ability to remotely configure SBC 1000 / SBC 2000 solutions. Alternatively an onsite service can also be offered.

- Pre-Configuration Planning – collection of information to deploy the solution
- Remote/Onsite Configuration
  - Configuration of call routing and connection of Sonus SBC1000/2000 to the existing telephony and UC environment
  - Enablement of voice services in Microsoft Skype for Business (Lync) deployments
  - Integration of traditional telephone systems with the PSTN/SIP service provider

The installation service is based on the completion of the Westcon Statement of Work document for the Sonus SBC1000 / SBC2000. Westcon Services will issue this document for the customer to complete when the request is received.

HOW DO I GET A QUOTE FOR GOLDSEAL INSTALLATION SERVICES?
Onsite installations will require a custom quote - Contact your Westcon Account Manager and they will be happy to support you with your request.

KEY SERVICE BENEFITS:

- Single price point that covers both Planning and Configuration stages
- Westcon provide an entire solution, price competitive hardware and also ensure that the solution is deployed according to the highest standard, based on Sonus best practice
- Westcon Services enables resellers to go to market with an end to end Sonus offering
- Cost and time efficient deployment leads to higher customer satisfaction
- Gold Seal reduces costs, resellers are not required to invest in highly skilled engineers – Westcon have already made this investment.

WESTCON - YOUR SUPPORT PARTNER

- Technical support
- Remote installation
- Onsite installation
- Renewals tracking

EDGE