

Continuity Support Services

INCREASING YOUR ROI OVER THE LIFE OF YOUR EQUIPMENT

Yorktel's live support is available 24x7x365

Yorktel Continuity offers a full suite of support, maintenance, monitoring and management services to our customers around the globe. This includes remote technical support leveraging our 24x7x365 global help desk as well as local dispatch for on-site technical assistance and repair. Our device monitoring and management services provide you with a higher degree of support by incorporating pro-active, immediate automated processes to identify information and issues immediately as they happen.

Whether supporting a single site or an enterprise wide technology solution, Yorktel provides you with knowledgeable service resources along with expedient trouble diagnosis and resolution that businesses can depend on.

Technical Assistance & Repair

The Yorktel Continuity Support Program leverages an effective blend of remote and on-site service resources. These resources provide technical assistance, problem diagnosis and repair services for video conferencing and audio-visual equipment deployments. The services included in the Continuity Support Programs are designed to provide greater up time and faster trouble reporting and resolution. With these services, our goal is to help you increase your ROI while reducing total cost of ownership over the life of your video conferencing and A/V equipment.

Continuity Standard and Standard Onsite offer comprehensive coverage for video conferencing, telepresence, video infrastructure equipment and audio visual equipment – above and beyond the standard manufacturer warranty. Add our Enhanced Service Option to any Continuity Standard or Standard Onsite plan for unlimited 24/7 technical support, a dedicated support team and more.

Service Feature

Service Feature	Continuity Standard	Continuity Standard Onsite
Service Level Guarantee	●	●
Unlimited Technical Phone Support (Business Hours)	●	●
Priority Help Desk Queue	●	●
Advanced Parts Replacement/Repair on Select Equipment*	●	●
Warranty Parts Repair/Replacement*	●	●
Access to Software Updates	●	●
Escalation Support	●	●
On-site Repair/Response		●
Asset Control	●	●
Online Service Portal	●	●
Annual Business Review	●	●

*Subject to manufacturer's policies and programs.

Yorktel is a Total Solutions Provider of:

- Video Communications and UC Integration
- Collaboration Services
- Professional Services
- Support Services
- Staffing Services
- Media Solutions
- Telehealth Solutions
- A/V Integration



Optional Services

Service Feature

Service Feature	Enhanced Service Options	Preventative Maintenance	First Call
24x7x365 Unlimited Technical Support	●		
Dedicated Support Team	●		
Software Version Control	●		
Move/Add/Change Management	●		
Quarterly Business Reviews	●		
2 Hours Remote Administrator Training	●		
Scheduled Service Visits		●	
System Performance Test		●	
Clean/Replace Filters and Screens*		●	
Replace Bulbs (if necessary)*		●	
Adjust camera and monitor alignments where necessary		●	
Check logs (if applicable)		●	
3rd Party Contract Logistics Handling			●

*All consumable items such as filters and bulbs, if replaced, are charged in addition to the maintenance visit.

Note: Enhanced Service Options must be added to a Continuity Standard or Standard Onsite contract.

Yorktel holds the highest level of certifications for these manufacturers:



Device Monitoring

Yorktel's Device Monitoring service provides a pro-active approach to supporting your environment by identifying issues, maintaining accurate records of assets and performing administrative duties for the equipment. Yorktel's application monitoring software solution covers all the infrastructure components that make up application service delivery. From the applications themselves to the correlating database, network, and storage resources, and the physical or virtual servers and OS on which the applications run, Yorktel gives you a complete picture of application availability, health, performance, and risk, all in concert with SLAs and business policies.

Asset Management

With our Asset Management service you can rest assured that all the information for each asset you own will be held in our Configuration Management Database (CMDB) and ready for your review at any time with our customer portal reporting.

Information tracked includes:

- Equipment make, model and serial number
- Physical location
- Technical POC for system or room
- Firmware version (where applicable)
- Asset tag number (where applicable)
- Shipping address for system or room
- Incident and problem history

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About Yorktel

At Yorktel, we make complicated simple. For 30 years, we've been the global managed services provider for some of the world's largest video communications networks. Our Continuity Managed Services portfolio includes staffing augmentation, technical support, maintenance, professional services, conference support and cloud-based hosting and bridging services. As part of our commitment to excellence, we have received ISO 27001 certification, the world's leading international standard for information security management, and numerous industry awards.

With tens of thousands of video rooms under management worldwide, we have the proven expertise and global reach to deliver an enterprise-quality visual communications experience to our customers every day, every time.



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