

**Maximize reliability,  
quality of service and  
productivity with  
remote VoIP network  
operations management**

## OVERVIEW

3Com® Managed IP Telephony Services are complete VoIP operations support services that ensure the reliability, availability and voice quality demanded of a business telephony system. All components of a 3Com IP telephony network including NBX® and VCX™ platforms, LAN/WAN switches and routers, call gateways, and IP phones are managed remotely, 24 x 7, by 3Com's delivery partner NUVO Network Management, Inc.

These services provide failure-avoidance and failure-response features for organizations that want to unburden internal IT resources from the task of managing the IP phone system.

Two levels of service are offered. Level 1 Service is ideal for organizations that have the technical personnel available to perform problem resolution, problem dispatch and moves/adds/changes. Level 2 Service is designed for organizations that wish to outsource operations management of their IP phone system.

## KEY BENEFITS

### ACCESS BEST-IN-CLASS SUPPORT

3Com Managed IP Telephony Services provide mission critical converged network availability. The LAN, WAN, server, and telephony applications are managed 24 x 7 from redundant operations centers. Each center offers IP and physical security, telecommunications and power redundancy, and failover and backup recovery. The certified experts at the operations centers use best-practice methodologies including ITIL, Six Sigma, and CERT.

### IMPROVE STAFF PRODUCTIVITY

Round-the-clock remote management of the 3Com IP Telephony installation reduces the amount of time required to detect a fault or failure, isolate the root cause, and restore service quickly and effectively. It frees the organization's internal resources from monitoring and maintenance activities so it can spend more time on new business application development, deployment and IT strategy.

### LOWER TOTAL COST OF OWNERSHIP

Choosing to put day-to-day IP telephony operations in the hands of experts maximizes system performance while lowering the total cost of ownership. Ongoing access to specialized tools and highly trained service engineers is provided without the upfront investment. It also means savings on recruiting and retention.

## CHOOSE THE APPROPRIATE SERVICE LEVEL

Level 1 Service, monitors the IP telephony environment and alerts the customer to all problems and issues for their follow-up.

### Level 1 Service includes the following deliverables:

- > **Fault monitoring and electronic notification**
  - > 24 x 7 monitoring of IP telephony hardware, OS environment
  - > Creation of trouble ticket and notification

**Level 1 Service includes the following deliverables (continued):****> Performance reporting**

- > System and interface statistics
- > Regular reports on device utilization

**> Inventory management**

- > Basic inventory database of all managed devices
- > Periodic maintenance to ensure accuracy

**> On-line portal**

- > Access to all performance reports and device inventory
- > Problem ticket triage information

**> Problem triage and referral**

- > Problem isolation to connectivity, hardware, carrier services, OS or voice application root cause
- > Problem information collection and transfer

Level 2 Service goes beyond problem triage to provide 24 x 7 out-tasked network management with ownership for problem resolution. Level 2 Service includes all the deliverables of Level 1, with the exception of Problem Triage and Referral.

**Level 2 Service includes the following additional deliverables:****> Problem Management**

- > Single point of contact for resolution of incidents
- > Dispatch and repair management of carriers and equipment maintenance providers
- > SW patch installation

**> Change Management**

- > IP phone and IP telephony infrastructure logical moves/adds/changes
- > Configuration changes and restoration

Both levels of service begin with a New Customer Introduction process. Data about the installation is verified, connectivity is established, and the appropriate level of contract service is implemented. Customers select the type of connection they prefer. Remote access to all devices through remote console technology is required.

**ORDERING INFORMATION**

3Com Managed IP Telephony Services are available only in North America and are limited to the support of 3Com products.

A full list of requirements and deliverables is detailed in the 3Com Service Agreement Terms and Conditions which is available upon request.

**PLEASE CONTACT A 3COM SALES REPRESENTATIVE FOR ADDITIONAL INFORMATION AND A QUOTE FOR THESE SERVICES.**

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