

Vox Advanced SLA Portfolio

Concierge Support for
Mission Critical Environments

Advanced SLA Portfolio

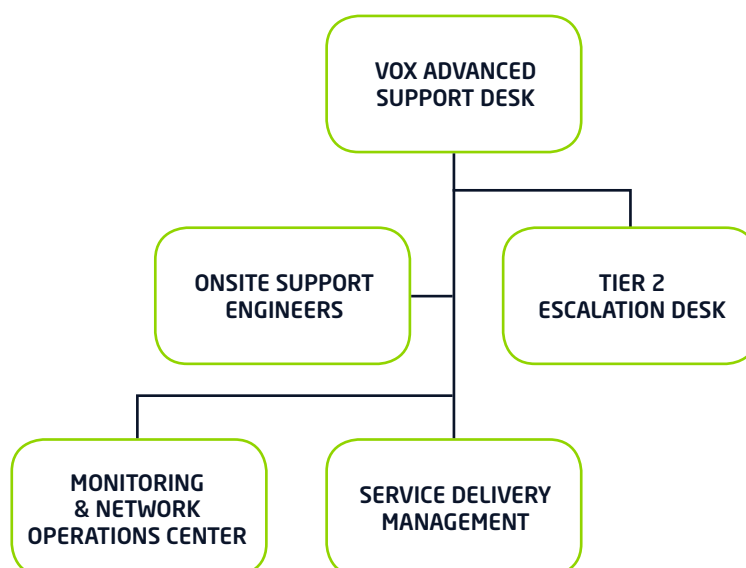
- Rapid Response and Hardware Replacement Time Frames
- Comprehensive & Timely Communication
- Facilitation of Support Services & Incident Resolution
- Escalation Management with Skilled Technical Engineers
- Dedicated Service Delivery Managers
- Advanced Reports and Service Reviews

Product Overview

The Vox Service Centre is a 24/7/365 operation that not only offers immediate support for our Advanced SLA Customers but also continuously monitors all of Vox's networks and infrastructure to ensure that quality of service is always maintained. An extensive team of account managers and technical engineers are employed in each regional office, ensuring local service and timely implementation of solutions. We take full responsibility for driving service delivery in line with your expectations and the agreed service levels.

The Advanced SLA Portfolio will make a significant impact as it is designed to facilitate rapid responses to incidents and repair or replace failed devices according to the service level promised. These SLA deliverables are made up of several service elements which all work together to minimize downtime and provide business continuity.

How It Works



Main Features and Benefits

- Response Times**
 We boast a 30 minute response time with hourly updates to resolution so that you are always informed.
- Alerts & Notifications**
 Proactive Monitoring will improve responsiveness and keep failures to a minimum.
- Customer Zone Portal**
 Know the what, when, and how of usage and service performance for indicated product graphs and services.
- Service Reviews**
 Regular Service Reviews with dedicated Service Delivery Managers
- On-site Support**
 Access to Skilled On-site Engineers where required

What is the correct SLA for me?

Business Requirement	STD	ADV
My ICT Infrastructure is mission critical to my business and I require committed response times of under 30 minutes and troubleshooting within the hour		×
Downtime will have limited impact on my business therefore response times are not critical and best effort troubleshooting will suffice	×	
Where I experience on site hardware failure, I expect committed timeframes for a skilled resource to be onsite to repair or replace.		×
Hardware Failures have minimum impact on my business and a best effort timeframe to repair or replace suits me	×	
I expect proactive monitoring and alerts		×
I require a dedicated service delivery manager to walkthrough the service report and review performance against targeted SLA's		×
I am happy to use the self-service options for reporting where available	×	

SLA Deliverables

Category	Description
Incident Management	A single point of contact for support issues, regardless of the vendor or service provider involved, ensures consistent, reliable service.
On Site Support	If an incident cannot be resolved remotely within a specified timeframe, we'll dispatch one of our highly skilled and certified engineers to your site.
Reporting	Service Reports that give you an immediate graphical view of your products performance that make important things clear at a glance and you'll instantly be able to determine the critical things to focus on.
Service Reviews	Monthly Service Reviews that help you understand the trends beneath the data and consider recommendations for future improvement. Incident reports provided on request, give you a detailed view on the root cause and service impact of the incident while summarizing the resolution thereof.
Request Fulfilment	1st line management of basic user change requests
SLA Stock	Hardware Replacement Plan. When a replacement part is required, we'll dispatch parts with our engineers to meet our agreed product specific service levels.
Proactive Performance and Capacity Monitoring	Proactive Monitoring offers early warning on pre-defined thresholds
Problem Management	Resolve the root causes of incidents to minimize the adverse impact of incidents and problems on business caused by errors within Vox infrastructure, and to prevent recurrence of incidents related to these errors.
Change Management	Change Management in line with Vox policies

For more information on complementary or alternative products, visit us at vox.co.za

New Business Sales JHB : +27 (0) 87 805 5050
 Consumer Support : +27 (0) 87 805 0530
 Business Support : +27 (0) 87 805 0500
 Email: info@voxtelcom.co.za

