



## **OPERATIONAL ASSURANCE** Operational Assurance Services

**Choose from Ellipsiz Communications' extensive Operational Assurance portfolio to meet your specific business needs.**

### **Full System Operational Assurance**

Ellipsiz Communications full system operational assurance provides the technical service that gives you direct access to Ellipsiz Communications engineers and an extensive range of technical resources, to deliver rapid issue resolution, flexible device-by-device or software coverage to help you maximise your system operational efficiency. Full system operational assurance provides the following benefits:

- Entire system coverage.
- Portfolio of Proactive & Reactive support services, delivered remotely or onsite.
- Trained OSS Technical Support experts ready to go when you need them.
- Single point of contact for all problems.
- Trouble ticket management and case documentation.
- Call / Problem ownership until final resolution.
- Escalation management.
- Managed dispatch to tier 2 or tier 3 resources.
- Co-terminus contract / 1 set of start and stop dates.
- Single line item quote.
- Fixed maintenance costs.
- Unlimited calls during contracted coverage hours.
- Support Performance Reviews (frequency and scope customized per contract).





## Engineering Assurance

Provides your system ongoing engineering support to maintain its' specified performance.

Ellipsiz Communications technical support is comprehensive and covers the following:

- Remote system troubleshooting and diagnostics.
  - Over the phone and via remote system access.
  - From dedicated and experienced Ellipsiz Support Engineers as well as backup specialist resources.
  - Troubleshooting up to isolation of faulty hardware only.
- Trouble ticket management and case documentation.
- Call / Problem ownership until final resolution.
- Escalation management.
- Managed dispatch to tier 2 or tier 3 resources.
- On-site engineer dispatch.
- Problem/history documented for future use.
- Availability: 8 x 5 and 24 x 7.
- Response time: Next day, 4-hour and 30-minute.
- Fixed maintenance costs.
- Unlimited calls during contracted coverage hours.
- Support Performance Reviews (freq & scope customised per contract).
- A7 patch mgt service (audit, recommendations, installation, documentation, delta training).





## Hardware Assurance

Our highly skilled System Support Engineers develop and deliver a flexible range of Support services that ensures the quality of our solutions. Our experienced Engineers visualise the impact on the total equipment life cycle, acting as single point of contact on all logistics matters for the Customer.

- On-site Support Engineer(s) to troubleshoot, diagnose, repair and/or replace defective hardware.
- Unlimited Use for one year.
- Includes the cost of any required replacement hardware.
- Audit report documenting current system inventory.
- Availability: 8 x 5 and 24 x 7.
- Response time: Next day, 4-hour and 30-minute.
- Fixed maintenance costs.
- Unlimited calls during contracted coverage period.



## SUS (Software Update Subscription)

Ellipsiz Communications SUS provides software updates, technical assistance and covers the following:

- All released software bug fixes & patches.
- Application enhancements.
- New release updates.
- Firmware updates via automatic download to devices from central server.
- Includes all Ellipsiz provided software (OS, middleware, platform, database, applications, etc).
- Development and Enhancement News.
- Software Status Bulletins.
- Customer Advisory Notes.
- Sold in increments of 1 year.
- Forecasted # of releases per year with posted fix & feature Roadmap.



## SUS Implementation Management

Ellipsiz Communications SUS implementation management allows your company to rationalise what extra value added support service you would like Ellipsiz to provide. These support services are as follows:

- System Audit.
- System specific installation procedures.
- Ellipsiz Communications -managed installations.
- Verification Testing.
- Delta Training.
- Documentation Update.

## Operational Assistance

Ellipsiz Communications can assist in supporting the day to day activities that would relieve your staff to work on issues that were more important to your business. Ellipsiz provides the following operational assistance:

- Health Checks, Disk and File Management.
- System Configuration & Verification.
- Application Assistance.
- Backup and Recovery Implementation.
- Backup and Recovery Management.
- Documentation Management.
- User Administration.
- Performance Analysis and Recommendations.

