



Encompass Support Solutions

Conexsys Communications offers a complete family of network and security support and maintenance services, to ensure that your enterprise network and security solutions are always operating at peak efficiency. Our flexible solution programs help us design a support plan that suits your requirements, from 24x7 telephone support to full-time on-site support, and everything in between.

Encompass Support Solutions are backed by a team of Customer Service Representatives and Systems Engineers, who can help identify your issue, document the situation and employ the necessary corrective actions. When you have Conexsys™ supporting your environment, you can be sure you're getting the most highly qualified, experienced team available: our personnel are constantly undergoing technology and product support training and certifications, ensuring that their skills and knowledge are always on the leading edge.

Encompass Support Solutions offer immediate and ongoing benefits:

- Single point of contact for all your service needs
- Customized to suit your needs and budget
- Multi-vendor support
- Access to knowledgeable and highly skilled resource pool
- Canadian company providing local support
- Comprehensive service organization including parts replacement
- Prioritized response for times of high need
- Toll-free access to the Conexsys Technical Action Centre for help desk and problem reporting
- No need to invest in training for non-core network issues
- No need to invest in expensive diagnostic tools
- Services QA program ensures all trouble tickets are tracked to resolution
- 3-tier escalation procedure ensures issues are dealt with in a timely manner

Service Programs and Options

Conexsys offers a complete line of network support services and programs, which can be packaged into a plan to meet your specific requirements.

Standard Hardware Support and Software Maintenance

We provide you with a wide variety of options for the regular maintenance and support of your network infrastructure and security solutions, ensuring that your required service levels are consistently met. These service elements can be packaged to suit your unique requirements, and can be upgraded should you find a need for more comprehensive service.

Service options include:

On-site remedial maintenance

- Includes repairs and correction of hardware malfunctions

Module exchange services

Available as 5x8 or 7x24 service, this program provides you with an advanced replacement of a faulty module. Service can be structured to ship the replacement, or can include remedial on-site replacement by a Conexsys support representative.

Help Desk support

5x8 or 24x7 help desk support through our Technical Action Centre.

Software Update Service

Express shipment of software and release notes as available by the manufacturer.

This service includes remote software updates, including security patches & fixes and virus updates.

Custom services

Custom services include many one-time or unusual services that are not otherwise covered in a regular Encompass Service agreement. Custom services are covered on a time and materials basis, and include depot services, on-site service, system upgrades, service warranty/certification, and implementation services.

Response times for both 5x8 and 24x7 service programs are typically 30 minutes, and are guaranteed for a maximum 4-hour response.

Elite Services

Elite services are programs designed to meet specific requirements, such as enhanced services, or immediate response needs. Within each program, we can also customize to meet your unique requirements.

7x24 Monitoring and Response

Specifically for contracted Encompass maintenance and support customers, this program is a flexible direct-link service providing up to 7x24 monitoring and response. This program includes a secure link into your environment, which can be activated upon request so we can perform a variety of enhanced and proactive services:

- Remote network baseline
- Network analysis
- Problem identification and resolution strategies
- Network audits
- Remote configuration services

This program also provides for premium enhancements to our regular support programs, including:

- Remote configuration services when new equipment is deployed
- Accelerated mean time to repair (MTTR)
- Problem identification, isolation and resolution strategies for maximum up time
- Asset management
- Weekly, monthly, and quarterly reporting on network usage, trend analysis and performance
- Access to high level network analysis experts

Elite Services Continued

Retainer-based service

With this program, you can ensure that all contingencies are covered under a single program, without the need for purchase orders or approvals every time you need support. When a problem arises, we're ready to respond immediately.

Conexsys retainer-based service guarantees round-the-clock priority service and customized elements such as defined response times, products or services covered and their associated service costs. Elements that may be included in this program include:

- On-demand, on-site assistance for immediate response to your needs
- Regularly-scheduled site visits by Conexsys System Engineers
- Regular network health checks
- Technology and product updates
- Monthly operational reviews
- Hardware and software installation
- Network planning and design services
- Network troubleshooting, and Q&A resources
- Toll-free access to the Conexsys Technical Action Centre
- 5x8 or 7x24 response for issues and resolutions

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