



# enhanced remote services

TSG's Enhanced Remote Services (ERS) offer is a remote programming and technical assistance program designed to offer **unlimited** priority access to TSG's technical support staff, Monday through Friday, 8:00am - 5:00pm. This offer includes rapid assistance and dedicated support for your communications platform.

Where better to get technical assistance, remote programming and move/add/change (MAC) work for your Avaya communications platform than from your trusted communications partner? TSG experts are ready to support your communications needs, helping you save time and money—and allowing you to focus on your primary business objectives.

## **TSG EXPERTISE BENEFITS YOUR BOTTOM LINE**

### ***Benefits of ERS***

- *Gain priority access to engineers*
- *Re-focus your team on primary business objectives*
- *Obtain quick answers to your technical questions*
- *Reduce expenses and free up your staff*
- *Keep budgets in line*
- *Use ERS as a complement to your maintenance agreement*
- *Ensure optimal performance of your communications platform*

### ***Customize ERS to your Needs***

#### ***Examples of service:***

- *Help Desk Support*
- *Add/Delete Stations*
- *Assistance with Upgrades*
- *Call Routing*
- *Voice Mail Support*
- *Coverage Paths*
- *Call Restrictions*
- *Speed Dialing*
- *Calling Groups*
- *Night Service*
- *Microsoft Lync Support*
  - *IM/Presence*
  - *Collaboration*
  - *Desktop Sharing*
- *Data Network Monitoring and Reporting*
- *Configuration Backups*
- *Switch Level Port Management*
- *VLAN Configuration*
- *Wireless Device Management*

# **AVAYA**

## **Microsoft<sup>®</sup> CERTIFIED**

### ***Partner***

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