



support services

Create a centralized support model that will allow your business to leverage TSG's engineers for day-to-day help desk functionality.

TSG Support Services are anchored by our state of the art Network Operations Center located at our corporate headquarters.

TSG OPERATIONAL SERVICES

TSG's custom offers include services ranging from remote programming to dedicated onsite resources that facilitate system programming and administration of your communications system platform.

These offers provide a level of platform support that dramatically effects operational efficiency while controlling costs. All services incorporate the custom SLAs you need to operate at peak performance.

Services Spotlight:

software patching
proactive monitoring
move/add/change (MAC) work
infrastructure management
technical support

TSG MAINTENANCE SUPPORT

TSG offers maintenance support on Avaya's entire product portfolio. With a variety of coverage options, choose from remote coverage to full service delivery agreements.

Coverage Options Include:

parts replacement
onsite technicians
upgrade advantage
24x7 enhanced monitoring
endpoint coverage
remote backup
alarm resolution



www.4tsg.com

Copyright © 2012 Technology Solutions Group, Inc.