



Support you can rely on - that is loyal and responsive.

Many organisations have stuck with trusted, older communications systems, including Avaya and Nortel infrastructure, to stay competitive in the marketplace and maintain high levels of business performance.

This is a great strategy - it saves cost, avoids change, and maximises return on investment by keeping your tried and trusted technology. But it doesn't always meet with approval from the vendors.

Given how important the role of these systems is, having world class services and support to keep them operating is vital. An experienced third party like Eckoh can provide this.

Third Party Avaya Support

When manufacturers end support for their systems, initially it looks like a costly problem. But it does not mean end of life. Eckoh are experts in supporting legacy contact centre technology.

We can help by providing a third party support solution that in all cases provides better support, while at the same time reduces your total cost of ownership.

Whether it's your IVR, ACD, Dialer or Call Recorder Eckoh can support it. With the need to keep up with the latest innovations, and the shortage of IT resources, stable technology that provides mission critical business functions is more valuable than ever.

We should know

In 20 years of providing our support services, NO ONE that has come to Eckoh for support has EVER gone back to the original provider. We provide an attractive and robust alternative to vendor support. Not only could you get better service, you could also save 30-40% in costs.

Contact centre experts

Unlike technology vendors, Eckoh occupies a unique position in supporting contact centre platforms and applications throughout the enterprise, regardless of the manufacturer. Eckoh not only helps you fix problems with your Avaya systems, we also take the lead in resolving issues with integrated components, such as Web Services/CTI/PBX.

Unique philosophy

Eckoh has a unique support philosophy. Many companies just see their support

staff as gatekeepers for their engineering team – we don't.

Our support staff IS our engineering team – there's no separation. When you call Eckoh support, your call is answered directly by a trained Eckoh engineer whose job is to solve your problem. We own the ticket even when it means managing third party suppliers until a satisfactory resolution is reached.

Support is key to our core business

We exist to solve your problems, not to put obstacles in your way. There is always a way to solve your problem and we will find it.

Eckoh's knowledge of legacy Avaya and Nortel technology is unmatched. We have experienced personnel who designed and built much of this technology. We can even refurbish and test spare parts in our own lab.

We have the most creative and knowledgeable team in the business ensuring the best solution for your unique environment.

AVAYA

Many organisations find that their suppliers are more focused on selling new licenses or upgrades rather than supporting their existing platforms and applications. Over the years we have built a successful business of helping customers overcome this challenge.

This part of our business has a fundamental belief that the quality of service is significantly more important than the number of licenses sold. Our focus is on flexible but wide-ranging solutions provided by expert and attentive staff who deliver a quality support package to every customer..

Feature	Eckoh Support	Alternatives
Availability	24 x 7 x 365	24x5
Location	Follow the Sun Support	Static
First point of contact	Manned phone answered by an engineer	Outsourced or answered by non-technical call centre
Engineer	Trained employee with minimum of 7 years industry experience	Outsourced Engineer
Service Level	Full Fix	Best Efforts
Installation and Upgrade	Simple Moves Adds Changes and Recordings 8am -5pm	✗
Preventative Maintenance	Twice per year	Break/Fix only
Back up of System	✓	✓
Port Optimisation and Capacity Review	✓	✗
Heartbeat Monitoring	✓	✗
Application Support and Optimisation	✓	At Additional Cost
Patch & Version Control	✓	✓
PCI / Security Advice	✓	✗
Quarterly Review Meeting with Performance Reports	✓	✗
Response Time	Max 30 minutes	Unspecified and Uncommitted
Engineer to Site	Inside 4 hours	Unspecified
Online Intranet Access Ticket Info, Inventory, etc	Fault Report / Response Status	✓
Primary / Sec Engineer allocated	✓	✗
Spare Parts	Held by engineer to select the right component	Shipped to meet expected engineer needs
On Site Spares	For some if required	At extra cost
CTI Link Support	✓	✗
IVR Connectivity Support	✓	✗
Web Services Support	✓	✗ IVR software only
Database/Host Connectivity Support	✓	✗

