



Finding third-party support you can trust.

Do these sound familiar?

- You're being pushed into the 'next version'?
- You're surprised by spiralling maintenance and support costs?
- You're not getting the level of service you're used to?
- You're having to consider a complete 'fork-lift' replacement the business cannot afford
- You're under pressure to spend money with no real benefit?
- You're being told by the vendor that "upgrading is the only option"?

Eckoh has a real alternative.

Experts in contact centre support

Eckoh is unique in our ability to truly support entire solutions, including the top-level applications, solution-specific software, operating systems, hardware and integration points.



Support requirement

Vendor solution software:

Genesys, Avaya, Nortel, Aspect, Siemens, Verint, Nice etc.

Application development

Java, .net, Eclipse etc

Operating systems:

Linux, Unix, Windows, VMware etc

Hardware

HP, IBM, Dell etc

Service providers

Telstra, Vodafone, AT&T, Verizon, Level 3, Century Link etc

Telephony

VoIP, SIP, T1, E1, ISDN, etc

Network

TP/imp, Ethernet, OSI, Layers, Switches, Gateways etc

Databases

Oracle, DMNS, SQL, Sybase etc

	IVR	Dialer	Multi-Channel CTI	Recorder	Switch/ACD
Vendor solution software:	✓	✓	✓	✓	✓
Genesys, Avaya, Nortel, Aspect, Siemens, Verint, Nice etc.	✓	✓	✓	✓	✓
Application development	✓	✓	✓	✓	✓
Java, .net, Eclipse etc	✓	✓	✓	✓	✓
Operating systems:	✓	✓	✓	✓	✓
Linux, Unix, Windows, VMware etc	✓	✓	✓	✓	✓
Hardware	✓	✓	✓	✓	✓
HP, IBM, Dell etc	✓	✓	✓	✓	✓
Service providers	✓	✓	✓	✓	✓
Telstra, Vodafone, AT&T, Verizon, Level 3, Century Link etc	✓	✓	✓	✓	✓
Telephony	✓	✓	✓	✓	✓
VoIP, SIP, T1, E1, ISDN, etc	✓	✓	✓	✓	✓
Network	✓	✓	✓	✓	✓
TP/imp, Ethernet, OSI, Layers, Switches, Gateways etc	✓	✓	✓	✓	✓
Databases	✓	✓	✓	✓	✓
Oracle, DMNS, SQL, Sybase etc	✓	✓	✓	✓	✓

Eckoh can support many other types of contact centre equipment - so just ask us

The real alternative...

If these challenges sound familiar then you'll be interested in the 'real alternative' that third party support offers - it's a very different option.

In general it's cheaper, and provides better service because most manufacturers can't compete with the economies of scale.

Most vendors want to sell new licences or releases so removing platforms through 'end-of-life' is a way to steer customers into an upgrade.

However, if you want to maximise the investment you've made in your contact centre technology and if it's still performing reliably why wouldn't you want to carry on using it?

New value for legacy systems

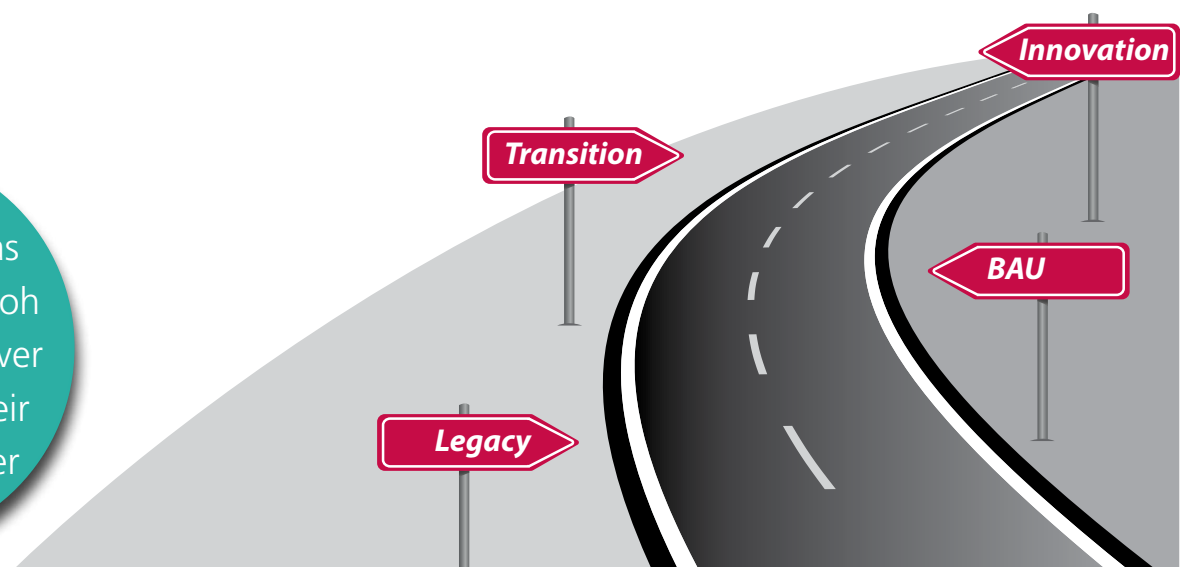
The impact of new channels and business trends, such as mobile payments and home working, mean that IT budgets have to go further. Innovation projects consume vast amounts of budget so increasing the ROI on an existing platform is a smart move.

Research suggests that keeping a stable platform working for an extra couple of years is an IT strategy that many are adopting to significant advantage.

The Eckoh roadmap – helping you build a roadmap for the future

- **Innovation:** Providing insight and understanding of what innovation means - help deliver market-winning differentiation.
- **Transition:** Reducing the revenue and reputation risks to do Business As Usual - "keeping the lights on" during periods of significant change.
- **Legacy:** Keeping legacy platforms and applications running until you decide it is time for transition.

No one, who has ever come to Eckoh for support has ever gone back to their previous provider



See how Eckoh compares with other support providers

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	Paged 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	✓	✗

Talk to us to find out how we can extend the life of your contact centre technology and reduce your support costs by 30-40%.