

5 STAR Platinum Service

Daily system management with full service support

VSGi's 5 STAR Service programs offer you a complete, end-to-end package of services designed to make communication *simple, reliable and always connected*. Our 5 STAR Platinum Service combines **daily** proactive monitoring and support services to keep you **connected** every day.

5 STAR PLATINUM SERVICE

DAILY SYSTEM MONITORING

- ❖ Manufacturer Certified Video Engineers (CVE) will monitor your system **each and every day** to ensure that everything is working as it should be. In the event we identify an issue, our support team will try to resolve the issue remotely. Should your system need further testing, VSGi will proactively contact you to get your system back up and running.
- ❖ Polycom GMS or Tandberg TMS software is managed by VSGi and included in 5 STAR Platinum Service

24/7 TECHNICAL SUPPORT

- ❖ Toll-free Technical Support 888.VTC.SERV (888.882.7378)
- ❖ Monday-Friday, 7:00 am-8:00 pm CDT
- ❖ On call support for after hours, weekends and holidays -- guaranteed 30 minute response
- ❖ Live troubleshooting and test call support by Manufacturer Certified Video Engineers (CVE)
- ❖ Coordination of RMA process back to manufacturer

NATIONWIDE ON-SITE SERVICE

- ❖ Next day on-site response to any location in the United States
- ❖ Technicians carry spares for standard parts replacement
- ❖ On call support for after hours, weekends and holidays

PREVENTATIVE SERVICE

- ❖ Quarterly remote system diagnostic testing and service

24/7 VIDEO TEST FACILITY

- ❖ VSGi's test facilities are available to customers 24 hours a day, 7 days a week

NEXT DAY PARTS

- ❖ Service calls processed by 3:00 PDT will receive next day parts replacement

QUARTERLY SYSTEM REPORTING

- ❖ Trouble ticket resolution, system usage reports, and intra-company video satisfaction surveys provide you with valuable information about how your system is operating, when it is being used and how your users are benefiting from your investment

END-USER TRAINING

- ❖ Remote end-user "Refresher" training offered twice per year per endpoint
- ❖ Up to 20 training manuals provided per endpoint

SOFTWARE UPDATES

- ❖ VSGi will proactively make software updates available, per manufacturer's discretion
- ❖ VSGi will coordinate software updates to ensure compatibility

NETWORK TROUBLESHOOTING

- ❖ VSGi's Help Desk will trouble shoot your entire issue from carrier to endpoint, providing a single point of contact when you use VSGi's Visual DialTone (ISDN) or vIP Connect network

FACTORY WARRANTY

- ❖ Offered with products sold by VSGi and represents the original equipment manufacturer's return-to- factory warranty
- ❖ VSGi's 24/7 Technical Support team will coordinate RMA logistics back to manufacturer

5 STAR PLUS

- ❖ Video Tips and Tricks Guide
- ❖ Personalized Quick Reference cards
- ❖ System care package
- ❖ Video Tips and Tricks Guide



Quality

Reliable

Certified

Full Service

Experienced

Guaranteed

Help Desk
888.VTC.SERV
888.882.7378

CALL 1-877-402-VSGi (1-877-402-8744) TO LEARN MORE

5 STAR INSTALLATION

Successful conferencing starts with properly installed systems. VSGi offers 5 STAR Installation to ensure a successful start to your video communications.

Dedicated Project Manager

Your dedicated VSGi Project Manager will be available from the day you place your order through the entire implementation and training process for your systems.

Project Managers work to provide:

Pre-Installation

- ❖ Order confirmation
- ❖ Kick-off Meeting to define scope of work
- ❖ Circuit provisioning: PM's will monitor and coordinate the installation of your vIP Connect and Visual DialTone circuits
- ❖ Shipment verification and logistic coordination
- ❖ Installation scheduling and coordination with network

Installation

Once on-site, a VSGi Technician will perform the following "White Glove" Services

- ❖ Unpack and check the unit
- ❖ Install system and connect peripherals
- ❖ Organize cables
- ❖ Program monitor(s)
- ❖ Directory Programming
- ❖ Provide basic circuit testing and input circuit information into video system
- ❖ Test system through inbound and outbound calls
- ❖ Installation checklist verification and quick tip cards

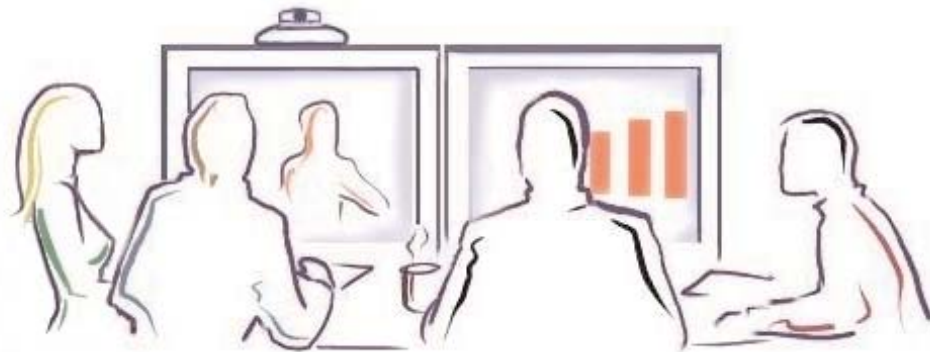
End-user Training

Included in 5 STAR Installation is video training for up to 6 end-users

- ❖ Project Managers will work with you to schedule end-user system training
- ❖ End-user training includes basic system operation; placing/ending calls, multipoint calls, controlling the camera, using peripherals, PowerPoint presentation support and troubleshooting
- ❖ VSGi also provide additional training courses through VSGi University

Project Sign-Off

- ❖ Upon completion of installation and training, VSGi will follow-up to ensure 100% satisfaction with your 5 STAR Installation



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