



g3 telecommunications

G3 Telecommunications PLC Support Services



G3 Maintenance
and Helpdesk
Support Services

Corporate Brochure

Leveraging your success through our expertise

About G3 Telecommunications

G3 is a leading converged voice and data communications specialist. We design, implement and maintain bespoke IP Telephony with integrated data communications solutions for businesses across the globe.

G3 Support Services

G3 Support is a comprehensive support service providing reliable maintenance for multiple technologies and multiple vendors' products that make up your Network.

With our services we provide you a single point of contact, with flexible support options that can be tied to a Service Level Agreement. Continual development insures that we have up to date methods and a commitment to delivering a quality service.

Options

Service Delivery	Elite Plus	Elite	Standard Plus	Standard	Basic
Coverage Hours					
Help Desk	7 x 24	5 x 24	9am-6pm, M-F	9am-6pm, M-F	9am-6pm, M-F
Software Support	7 x 24	5 x 24	9am-6pm, M-F	9am-6pm, M-F	9am-6pm, M-F
Response Times					
(Helpdesk/Remote)	1 hrs	1 hrs	4 hrs	4 hrs	NBD
On Site	4 hrs	4 hrs Major / 8 hrs Minor	4 hrs Major / 8 hrs Minor	NBD	X
Software Cover					
Software Support (1 Year)	(Optional)	(Optional)	(Optional)	(Optional)	(Optional)
Software Support plus upgrades (3 Year)	Standard	Standard	Standard	Standard	Standard
Hardware Cover					
Hardware Replacement	YES	YES	YES	X	X

NB. please note that as a precedence we standardise our fix time to two days. We cannot contract this time as there are too many factors that can cause delay. 97% of all our cases are fixed within a two day period.



Elite Plus (Hardware and Software Support):

For systems and applications that are critical to your company's business, this program provides an on-site engineer within 4 hours.

The service covers 7 days a week, 24 hours a day to ensure a quick recovery in case of system failure.

Elite (Hardware and Software Support):

This program provides a 4 hour response on Major faults and an 8 hour response on minor Faults.

The service covers 24 hours Monday to Friday.

Standard Plus (Hardware and Software Support):

This program provides a 4 hour response on Major faults and an 8 hour response on minor Faults. The service covers 09:00 to 18:00 Monday to Friday.

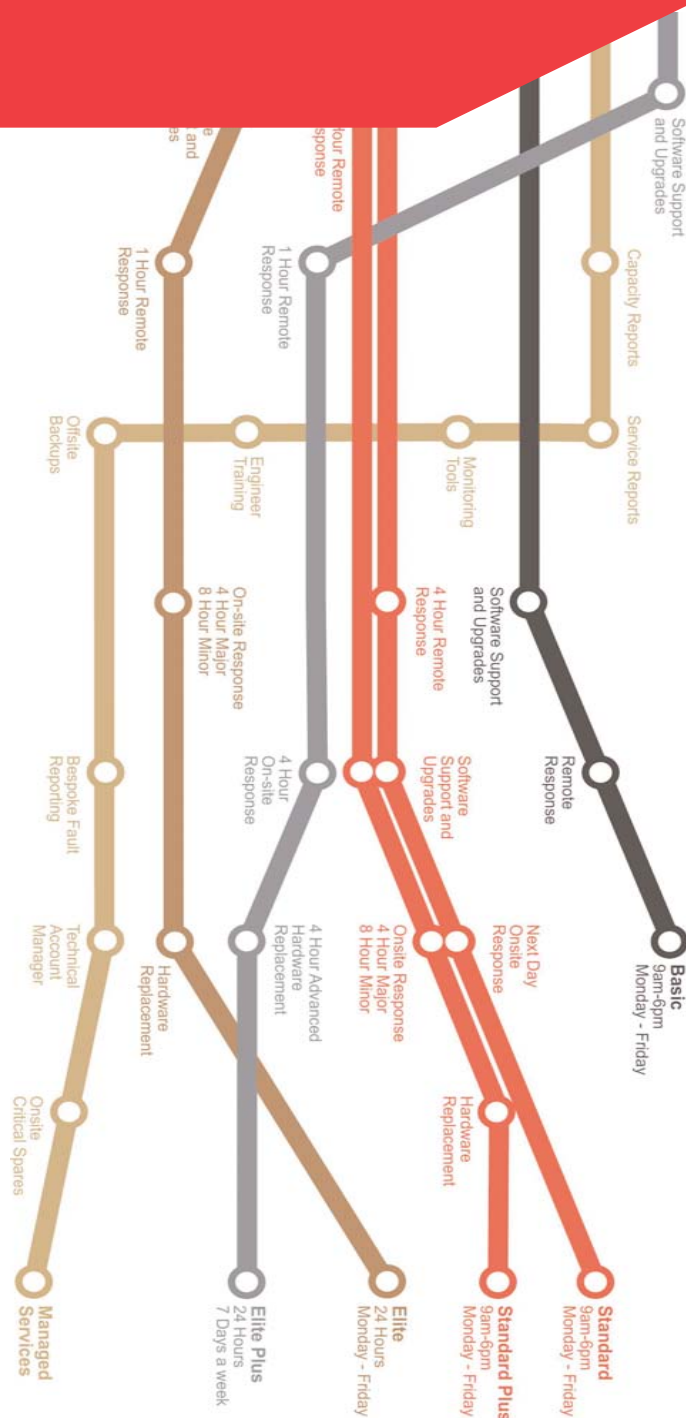
Standard (No Hardware Support):

This program is for systems and applications in need of standard helpdesk support and software support.

The service covers 09:00 to 18:00 Monday - Friday.

Basic (No Hardware Support):

For customers who can perform the on-site tasks on their own. This program provides helpdesk support and software support.



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G3 Support Engine Software

G3 use Microsoft Dynamics CRM software to enable our service representatives to track requests, manage support issues from contact through resolution and deliver the consistent efficient service that helps ensure customer satisfaction.

In conjunction with the service module, G3 uses the sales module of CRM, this creates a process that flows from lead generation through to project completion. This approach benefits both G3 and our customers:

- All of our customer information is stored centrally
- Customer data is secure
- The system is fully configurable by G3 and is easy to maintain

The Support Module

G3 has spent a considerable amount of time building a bespoke support module to fit both our support team and customer needs. We have been mindful in our approach and made the module fully configurable, this allows individual customers to request different approaches to logging cases through to case resolution.

Case Management - G3 create, assign and manage customer service requests from initial contact through to resolution, as well as manage communications and other activities.

Service requests - Incoming support inquiries are automatically associated with the appropriate case.

Queuing - Cases are sent to a waiting area where they are easily accessed by individuals and teams.

Routing and Workflow - Service requests are automatically routed to the appropriate representative for resolution, escalation or re-assignment.

Searchable knowledge base - Common support issues quickly are resolved by using a searchable knowledge base. Built-in review processes help ensure that published information is complete, correct and properly tagged.



Contract Management - Create and maintain service contracts with CRM to help ensure accurate billing.

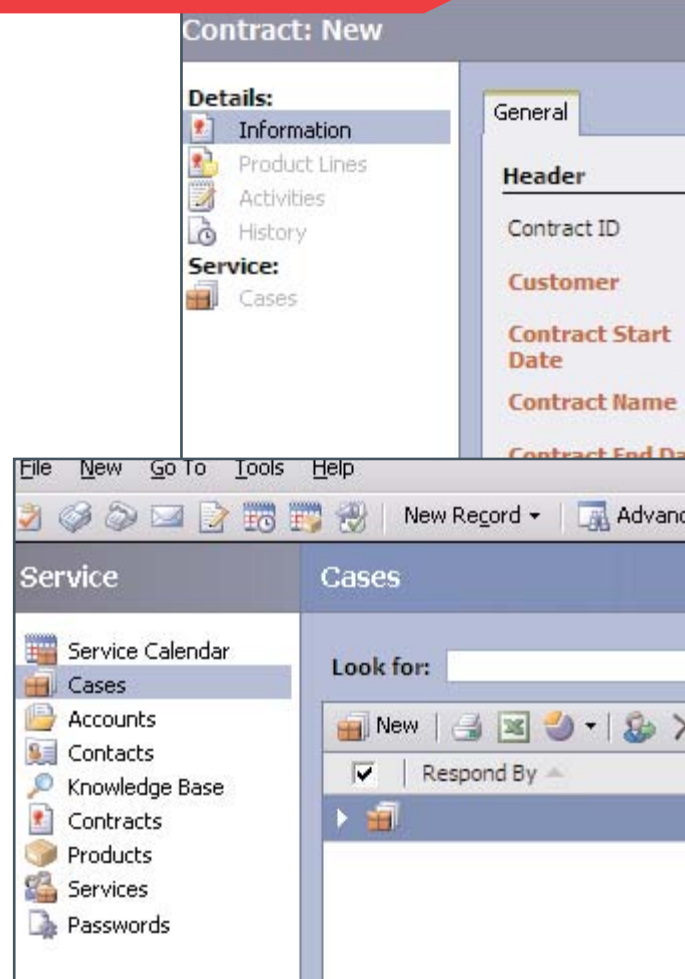
Email Management (includes auto-response email) - Maintain accurate customer related communication records with automated tracking and response for customer email messages.

Reports - Identify common support issues, evaluate customer needs, track service processes and measure service performance.

Service appointment activities - Schedule detailed service activity appointments for or service professional that automatically synchronise to our Microsoft Outlook Calendar.

Service scheduling engine - Find qualified and customer preferred service professional and schedule service appointments to deliver value added services for customers

Global Service Calendar - Manage service appointments and resource allocation across our sites



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G3 Accredited Support Staff

G3 has 20 Avaya trained engineers ready to be on-site anywhere in the UK. G3 also has Partners that can perform maintenance support task on our behalf throughout EMEA. Using a centralised helpdesk, and complimented by an extensive knowledge base, our clients have a one stop fault logging and reporting system.

As a manufacturer Avaya ensures that its partners follow a comprehensive Accreditation program. Our engineers are trained to the highest Level within the Avaya portfolio, they are also complemented by other skills and certifications from Cisco and Extreme Networks.

Professional Certification

Avaya Professional Certification is a valuable differentiator, allowing G3 to stand out from the competition. G3 staff develop their expertise, in association with Avaya University, in Avaya's core solution areas. All of the courses are tailored by Avaya to ensure that the full scope of each subject area is covered.

The Avaya Professional Certification also enables G3 to choose flexibly how we train their workforce to match our business needs in line with Avaya's product portfolio.

Professional Certifications are awarded at three levels. They are from lowest to highest:

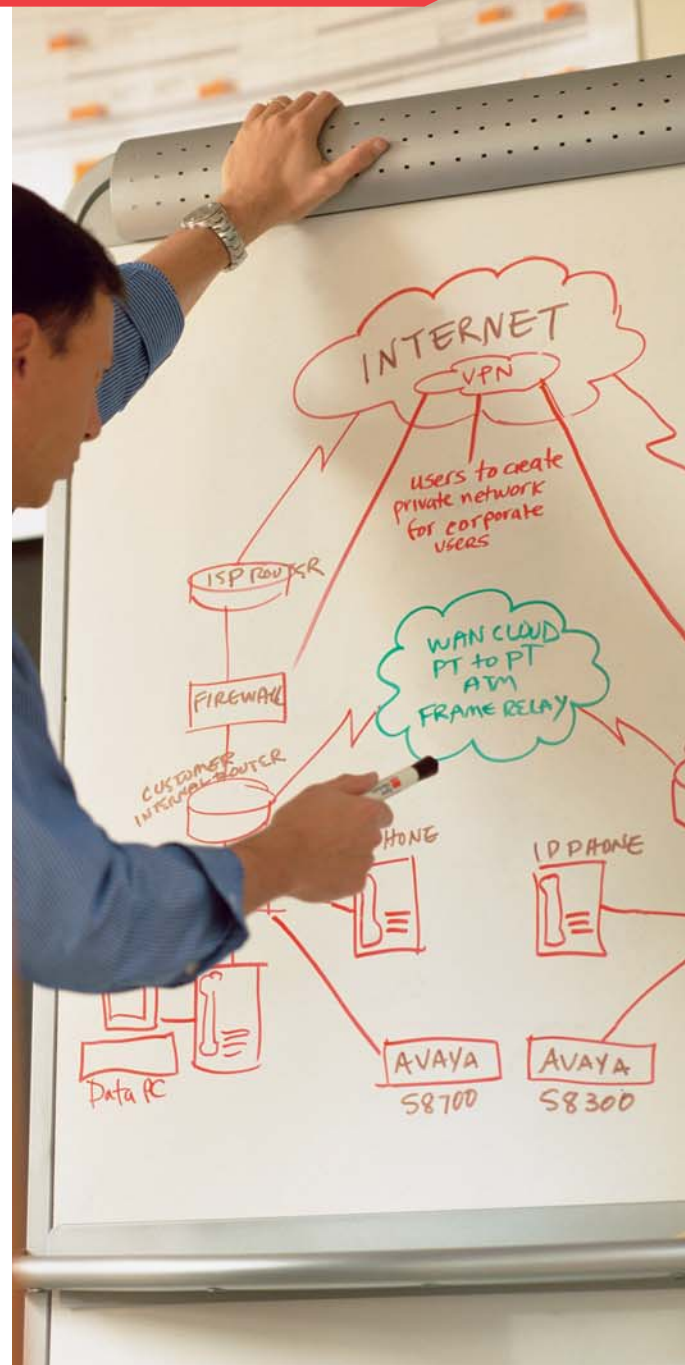
- 1. Avaya Certified Associate (ACA)**
- 2. Avaya Certified Specialist (ACS)**
- 3. Avaya Certified Expert (ACE)**

These levels of qualification consist of Sales, Design, Implement and Maintain disciplines.



All G3 Engineers hold an Avaya Professional Certifications, there is a variety of Associates, Specialists and Experts in both Installation and Maintenance disciplines.

G3 has made a considerable investment with its engineering staff to ensure the correct procedures are followed and that quality is driven throughout our customers sites.



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About G3

G3 designs, delivers and maintains converged voice and data networks. G3 uses best of breed technology solutions to develop customers businesses. A leader in the market, G3 delivers reliable and proven IP communication solutions that will enable companies to lower risk, reduce costs and grow revenue.

Focused on both large and small enterprises, G3 really understands the business needs of the customer. As one of the only companies to fully understand and deliver truly converged solutions, G3 has reference sites with many global household names, some of which have been customers of the G3 management team for over 16 years!