

Support Coverage for Mitel (ShoreTel) Premise Customers



INFORMATION



ASSISTANCE



DIRECTION



HELP





Right Support = Your Peace of Mind



- Reach a technical specialist directly with one phone call.
- Call as early as 4:00 AM (PST) and as late as 9:00 PM (EST).
- Have your request addressed quickly! Check out our [Service Level Agreement](#).
- Have the dedicated Technical Assistance Center Manager oversee your case and speed-up an escalation to required level.
- Get help with carrier issues that are affecting your phone system.

When you have the right support you don't have to spend your own time on research.

We know that in many cases you are more likely to do your own research before calling tech support because it may seem to be a faster way to get an issue solved...

LANtelligence Technical Assistance Center (TAC) is equipped with Mitel (ShoreTel) Certified Engineers, Network Engineers (CCNA and higher) and dedicated staff to address any question at any time.

You don't have to wait on the line for the next available agent, or chase your Mitel (ShoreTel) support partner for days if not weeks to get your case resolved... Or Google how to fix it yourself.

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LANtelligence Support Coverage:

- Live Answer Staffed Technical Assistance Center 7 AM to 9 PM EST daily
- Annual Mitel (ShoreTel) Single Release Upgrades at no additional labor charge*
- Access to Mitel (ShoreTel) Software for Upgrades Full Release and Feature Release
- Defective Hardware is Advanced Replaced at no-charge (except for phones)
- 24/7/365 response to emergency issues – Guaranteed 1 Hour response time
- Priority queuing of service requests for non-critical service
- Remote support to the Client Single Point of Contact (SPOC)
- A dedicated Sales Engineering and CX representative resource for support on any technical or non-technical items*
- A dedicated Management Sponsor for direct access on any requirements
- Staffed Network Engineers available (CCNA or higher certifications)
- Annual Mitel (ShoreTel) System Health Check
- Access to free quarterly full day system administration training classes
- Access to free Web Based training tailored specific to your administration needs
- Mitel (ShoreTel) E911 Software is monitored and updated when required
- 10% reduction on any Professional Services project pricing
- Free support provided for any carrier related issues.

**94%
OF THE
CALLS
DON'T
NEED AN
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MITEL
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**For customers with support contracts over \$8,000.00 in annual billing*

Support Severity Definitions and SLA's

Whether it's a Priority 1 issue or a question, it is important to have professional assistance immediately. ...Because timing can be everything in ensuring your Unified Communications platform's performance and continuity.

LANtelligence puts you directly in contact with our TAC specialists to ensure your case is properly addressed right away. Thanks to our TAC Engineers' expertise, 94% of the calls are being resolved "in-house" without an escalation to Mitel (ShoreTel) Engineering resources. This significantly decreases ticket resolution time.

Dedicated TAC Manager oversees the cases where an escalation is required and controls the escalation process on all levels to avoid suspension.

Priority Level	Response Time
P1 System Down	During Business Hours: Immediate After Business Hours - 1 Hour (Average 10 min response time)
P2 Significant Outage	During Business Hours: Immediate After Business Hours - 1 Hour (Average 10 min response time)
P3 Feature Issue	During Business Hours: 24 Hours After Business Hours: Next Day
P4 Move, Add, Change	During Business Hours: 24 Hours After Business Hours: Next Day
P5 Question	During Business Hours: 24 Hours After Business Hours: Next Day



[http://ww](http://www.lantelligence.com/proactive-support)

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Resource Allocation



Tier 1 Support Level:

- The first line of direct customer support, addressing basic customer issues. Moves, Adds and Changes (MAC) is also handled at this level. General inquiries, non-technical questions, basic procedural “how-to” questions are quite common as examples of work performed at this tier.

Tier 2 Support Level:

- Involves in-depth technical knowledge and is staffed by technicians who have troubleshooting capabilities beyond the Tier1 employees. Escalations to Tier 2 are often characterized by software defects and issues that require multiple cross-functional teams to troubleshoot.

Tier 3 Support Level:

- Requires the highest level of technical expertise and addresses the most complex technical problems and customer issues. Tier 3 issues are handled by Systems and Network Engineers and may require multiple interactions with the customer or manufacturer before the issue is ultimately resolved.

Management:

- LANtelligence Management is always monitoring all TAC cases and is stepping up when the situation requires a management intervention for proper escalation.



EDT	7 AM	8 AM	9 AM	10 AM	11 PM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM
PDT	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM
Tier 1 Support															
Tier 2 Support															
Tier 3 Support															
Management															



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