

BLACK BOX[®]

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Black Box Professional and Managed Services for Unified Communications





The Black Box® Professional Services team for Unified Communications (UC) is here to help your organization get to the right product solution for your communications and collaboration needs. Our Professional Services team will design and develop the capabilities targeted for your unique needs. We will provide an assessment, design and guided deployment strategy, or full deployment based on your comfort level and requirements.

Professional Services Features

The implementation of your Unified Communications platform (cloud, premise, or hybrid) from design to Day One needs to be cost effective and free of stress. Our Professional Services will collaborate with you to understand your needs while designing and delivering the most practical solution.

Consulting and Discovery, Assessment and Design — The Professional Services for Black Box Unified Communications will work through planning and discovery consultation, and deliver a UC&C design and implementation timeline after working alongside your workplace operations, IT, and network architecture teams.

Project Management and Deployment — Black Box is an expert in project management and deployment services on a number of unified communication platforms. Our technical Project Management organization manages the entire project and works with your technical resources to cover all essential project elements, including site surveys, system configuration, testing, and customer support using our standardized best practices.

Black Box Managed Unified Communications as a Service (UCaaS)

The support of managed UCaaS solutions is critical to your success. Managed Services from Black Box provide you a cost-effective solution to reduce IT complexity while delivering on improved service and response times to your end users while enhancing their productivity and access.

The Black Box managed services team provides system and service monitoring, configuration, and end user support via a 24/7 global service desk across multiple Unified Communications and Collaboration platforms, as well as Session Border Controller (SBC) monitoring and management.

Get proactive and take your service and support to the next level. For more information, call us at **855-324-9909** or email us at contact@blackbox.com.

Professional Services

		Included	Optional
Consulting and Discovery	Subscriber Planning and Discovery	✓	
	Hosted, Cloud Based Consultation	✓	
	Remote Worker Consultation	✓	
Engineering / Architecture Design	Unified Communications & Collaboration Design *	✓	
On-Site Assessment / Surveys	UCaaS Network Readiness Assessment	✓	
	Site Survey		✓
	Cloud Readiness Assessment		✓
Project Management		✓	
Customer Success Manager			✓
Deployment Services	Subscriber Programming Services	✓	
	Install Infrastructure		✓
	Device Deployment	✓	
	On-Site Carrier Testing Services		✓
	Performance Functionality Test	✓	
	Web-Based Training Services	✓	
	E-Waste		✓
	On-Site Training Services		✓
	Porting or Transferring Phone Numbers	✓	
Multisite Deployments		✓	
Staging Services			✓
Logistics			✓
On-Site Staffing			✓

* Indicates Part of the Pre-Sales Evaluation



Managed Services Features

As a leading global IT solutions provider known and trusted for our people and processes, our goal is to go above and beyond for our customers.

Configuration — Our managed services team will remotely manage user moves, adds, changes, deletions, profile changes at the individual or site level, as well as assist with queue and auto receptionist modifications for covered users, sites/ locations, and devices associated to the account, via the administration portals provided.

Support — Remote support provides for incident and performance management and diagnostics, and can optionally include device upgrades and ongoing training.

End User Support (optional) — End user support provides direct assistance when a user encounters a problem with software or applications or a defect in an IT program.

Monitoring — Our Managed Services team will monitor and manage your UC system including cloud service monitoring, device monitoring, and call quality analytics.

Global Service Desk — The Black Box Global Service Desk provides the single point of entry for all requests. We take ownership of all requests until final resolution on behalf of our customers. These services are delivered 24/7 by our global operations team. These services can include field services support and escalation to on-site staffing as contracted.

Managed Services

		Included	Optional
Remote Configuration	Simple Operational Remote Configuration	✓	
	Complex Operational Remote Configuration		✓
Remote Support	Incident and Performance management	✓	
	Remote Diagnostics Support	✓	
	Device Upgrade Services (annual or bi-annual upgrades)		✓
	Training Services - on-going		✓
Service Desk		✓	
End User Support (<i>Help Desk to NOC support included</i>)			✓
Monitoring	Reactive	✓	
	Proactive		✓
Sunset Services			✓

Service Level Management

		Included	Optional
Reporting - Basic		✓	
Reporting - Advanced			✓
Enhanced Service Level Agreements			✓