

# Black Box Managed Subscription Services Packages

		Basic	Premium	Premium Plus
Professional Services				
Consulting & Discovery	Subscriber Planning & Discovery	Included	Included	Included
	Remote Worker Consultation	Optional	Optional	Included
Engineering/Architecture Design	Unified Communications & Collaboration Design	Included	Included	Included
On-Site Assessments/Surveys	Network Readiness Assessment	Optional	Optional	Included
	Site Survey	Optional	Optional	Optional
Project Management		Included	Included	Included
Field Services				
Deployment Services	Subscriber Programming Services	Included	Included	Included
	Install Infrastructure	Optional	Optional	Optional
	Device Deployment	Optional	Optional	Optional
	On-Site Training Services	Optional	Optional	Optional
	Advanced Hardware Replacement	Optional	Included	Included
	On-Site Carrier Testing Services	Optional	Optional	Optional
	On-Site Carrier Testing Services	Optional	Optional	Optional
	Performance Functionality Test	Included	Included	Included
	E-Waste	Optional	Optional	Optional
Multisite Deployments		Optional	Optional	Optional
Staging Services		Optional	Optional	Optional
Logistics		Optional	Optional	Optional
On-Site Staffing		Optional	Optional	Optional
Support Services				
Request Management	Simple Request Management	Optional	Included	Included
	Complex Request Management	Optional	Optional	Included
Incident Management	24x7x365 Black Box Global Response Center Incident and Performance Remediation	Included	Included	Included
Proactive Monitoring 24x7x365		Optional	Included	Included
Vendor Management	Manufacturer Issue Escalation & Management	Included	Included	Included
End User Service Desk		Optional	Optional	Optional
Sunset Services		Optional	Optional	Optional



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Support Services (continued)				
Remote and Operational Support	24x7x365 Black Box Global Response Center Remote Diagnostics Support	Included	Included	Included
	Backup Management	Optional	Included	Included
	AVAYA Secure Access Link (SAL) Audit & Optimization	Optional	Included	Included
	AVAYA Release Notification	Optional	Included	Included
	AVAYA Release Management	Optional	Optional	Included
	Carrier Incident Management Services	Optional	Optional	Included
	Vendor Management Services	Optional	Optional	Included
	Capacity and Records Management	Optional	Optional	Included
	Disaster Recovery Planning/Audit/Test	Optional	Optional	Included
	Device Update Services (Annual or Bi-annual Upgrades)	Optional	Optional	Included
	Critical Staff Absence Coverage	Optional	Optional	Optional
	Advanced Hardware Replacement	Optional	Included	Included
Service Level Management				
Reporting – Basic		Included	Included	Included
Reporting – Advanced		Optional	Optional	Included
Technical Account Manager		Optional	Optional	Included
Enhanced Service Level Agreements		Optional	Optional	Optional
Managed Service				
Customer Success Manager		Optional	Optional	Included

Packages can be customized to each enterprises preferences, level of service and specific migration path. Speak with your account manager and presales engineering manager for more information.

