

OAISYS[®] Professional Services

Quick, Reliable and Cost-Effective Deployment of OAISYS Solutions

Realize the Full Potential of Your OAISYS Investment

When customers purchase an OAISYS call recording solution, they gain a partner committed to their long-term success. OAISYS sets the stage for that from the very beginning of a solution deployment, offering our optional JumpStart Services program free-of-charge with every system sale. Our JumpStart Services program is specifically designed to help reseller partners get an OAISYS system up and running quickly and reliably. We also recognize that some customers may have special circumstances surrounding their solution installation that can require a more direct and proactive level of deployment support. To meet the needs of those businesses, we offer OAISYS Professional Services.

By utilizing OAISYS Professional Services, customers can leverage their OAISYS investment with our proven expertise to optimize overall business performance benefits and accelerate time-to-value. OAISYS Professional Services team members are highly experienced in solution implementation, process integration and deployment best practices. They work closely with the customer and reseller to ensure success through the planning, installation and product use phases. Their goal is to facilitate the streamlined implementation of an OAISYS recording solution, helping empower our customers to successfully and efficiently meet their business objectives. The OAISYS Professional Services portfolio offers flexibility and choice in addressing an organization's unique business requirements.



OAISYS Professional Services Options

To help businesses implement their OAISYS solution quickly and productively, we offer the OAISYS Pre-Configuration Remote Installation and On-Site Installation Services. Both options provide expert solution deployment and installation through a combination of off-site preliminary setup in our lab environment and additional on-site configuration assistance over the phone and via the internet or in person. OAISYS delivers these services using a systematic approach that brings people, processes and technology together to provide an overall solution tailored to a customer's unique operational environment and business needs. This includes:

- A scheduled pre-deployment conference call including the customer, OAISYS Authorized Reseller sales contact or project manager and installation technician. This call will help OAISYS to properly understand and establish technical expectations and optimize overall service efficiency.
- Provision of options for configuring PBX integration, user permissions and general programming. This covers programming for up to 30 users, set up for basic recording rules, permissions, reports and evaluations options (where applicable).
- Professionally prepared custom installation documentation, including scope of work, worksheets and completed installation guide, to be delivered by mail or, in the case of On-Site Installation Service, in person.
- Post-installation follow up by OAISYS technician with customer to verify OAISYS solution is working as expected.

The OAISYS **Pre-Configuration Remote Installation Service** provides up to six hours of service, inclusive of preliminary project management and remote installation support for basic deployments. In the event that more time is needed to complete the deployment, OAISYS offers the opportunity to purchase Service Units, with each unit providing up to two hours of additional dedicated support. These Service Units are only available with the purchase of the basic OAISYS Pre-Configuration Remote Installation Service. One or more Service Units may be required to handle the following types of configuration requirements:

- Advanced programming related to recording rules or permissions
- 3rd party contact center reporting
- Predictive dialer integration
- Multiple voice servers/screen recording server (networked configuration)

Customers choosing the OAISYS **On-Site Installation Service**, in which the OAISYS Professional Services team manages the complete installation of your OAISYS solution in your environment, receive additional benefits. Using proven best practices and methodologies, an OAISYS technician will install the OAISYS Recording Solution, configure the system and provide end-user orientation. In addition to the benefits provided with our Remote Installation Service, customers utilizing the On-Site Installation Service enjoy the following premium advantages:

- Server and associated hardware inventory, unpacking, inspection and staging, equipment installation in rack and custom wiring as required.
- In-field system testing and validation and provision of test result documentation, ensuring the solution works as designed.
- Site clean-up and final quality audit on the installed system. The OAISYS technician will conduct a walk-through with the customer to ensure all aspects of system acceptance are covered and that the solution fully meets customer expectations.
- Direct end-user certification and support (after completion of installation and administrative orientation and training).



Basic Requirements

The OAISYS Pre-Configuration Remote Installation Service requires two weeks advance notice for scheduling and planning purposes. OAISYS will work with the reseller and customer to coordinate the pre-deployment conference call. During this call, all deployment details will be discussed and scheduling of the on-site installation appointment will occur. Additional deployment services cannot move forward until this initial step has been completed. Customer must also make available an on-site contact that is responsible for the physical connections to the on-site network and PBX equipment, as well as ensuring remote access to the system via the internet.

The OAISYS On-Site Installation Service requires 30 days advance notice for scheduling and planning purposes. A pre-deployment conference call is also required with this option, as is an on-site contact with basic familiarity of the network environment and PBX equipment.

Each member of the OAISYS Professional Services team is committed to delivering the best possible support and care to our customers. OAISYS Professional Services provide customers with valuable knowledge transfer and expert best practices while ensuring an on-time, cost-effective and reliable solution implementation.

OAISYS Professional Services Features and Benefits

Feature	Benefit
Proven deployment experience	The OAISYS Professional Services Team leverages the combined expertise of our Sales Engineering, Technical Support and Operations associates, who have helped thousands of customers to successfully deploy OAISYS solutions.
Best practices for smooth implementation	OAISYS shared best practice strategies and processes ensure the quick deployment and validation of a solution installation. Standardized installation and configuration procedures help to simplify deployment, while still taking into account any unique customer requirements.
Cost-effective, accelerated deployment	By utilizing OAISYS expertise, methodologies and experience, customers can enjoy a much faster lead time over a regular on-site installation, eliminating costly and time-consuming implementation activities.
Direct end user involvement with installation planning and sustaining support	Expand your understanding of OAISYS solutions from experts who will provide knowledge transfer to your staff, helping them to deploy, operate and manage your system going forward.



To learn more about OAISYS, Tracer and Talkument, please visit our website at www.oaisys.com or call 888.496.9040 today.

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