

## Enterprise Technical Service Manager

As a complement to our Vox Admin solution, leverage the expertise of a dedicated Enterprise Technical Service Manager, handling operational escalations, best practice recommendations and the ongoing management of short and long-term projects. The ETSM offering is built to fit your custom level of needed expertise, and can be molded to included professional service hours and/or on-site support as needed.



		VoxAdmin	Enterprise TSM	Onsite Enterprise TSM	Dedicated Onsite Enterprise TSM	Professional Services
<b>Prerequisites</b>		Base Service	VoxAdmin	VoxAdmin	VoxAdmin	None
<b>Contract Timeframe</b>		Annual Service	Annual Service	Annual Service	Annual Service	Per Engagement
<b>Availability</b>		24x7x365	5 days/week.	5 days/week.	5 days/week.	Per Engagement
Category	Activity					
<b>Installation</b>	Determine EMM environment goals, features and functionality and configuration expectations	One Time				■
	Baseline EMM installation plan	One Time				■
	Install and configure EMM	One Time				■
	Test functionality and configurations	One Time				■
	Summary documentation	One Time				■
<b>Configuration Assessment</b>	High-level review of current-state EMM environment	One Time	Annual	Annual	As Requested	■
	Determine EMM environment goals, desired features and functionality and configuration expectations	One Time	Annual	Annual	As Requested	■
	Summary of current-state statistics and details and identified opportunities for improvement within the EMM, including environment drawings	One Time	Annual	Annual	As Requested	■
<b>Configuration Management: Create and Edit</b>	IT Policies	■				
	Content	■				
	Software	■				
	Groups & Labels	■				
	Application Store	■				
<b>Move, Add, Change and Delete Management</b>	End-user Account	■				
	Administrator Accounts	■				
	Devices	■				
<b>Updates &amp; Upgrades</b>	Test Environment	■				■
	Production Environment	■				■
<b>Interfaces</b>						■
<b>The Voice of the Customer</b>	Focal point for escalation of business & technical challenges.	■	■	■	■	
<b>Operational Escalation</b>	Monitoring and escalation of issues registered with OEMs.		Daily	Daily	Daily	
	Proactive issue reviews & summaries	Monthly	Daily	Daily	Daily	
	Technical Interface with customer's broader IT teams to assist with troubleshooting & Root Cause Analysis		■	■	■	
<b>Best Practice</b>	Process & Issue Lifecycle Review		Annual	Annual	As Requested	
	Architecture Strategy/Design		1 Day Every Quarter	1 Day Every Month	As Requested	
	Leading indicator failure analysis, and preventative recommendations.		■	■	■	
	Industry News & Updates		■	■	■	
<b>Project Management</b>	Manage & Deliver Scheduled Project Based Activities.	■	■	■	■	
<b>Location</b>		US or Canada	US or Canada	Customer	Customer	US or Canada
<b>Model</b>		Shared	Shared	Shared	Dedicated	Dedicated