

Total Maintenance

A Complete Avaya Service Solution



AVAYA

BUSINESSPARTNER
Platinum



Superior Service

With 27 years experience selling, implementing and servicing critical communications solutions BrantTel Networks has the experience to handle your Avaya investment. We are the only loyalty Platinum Business Partner certified across North America and in fact we were the first certified Canadian Business Partner.

We have the knowledge, vision, and support practices that businesses of all sizes rely on to keep their critical communications infrastructure tuned to perfection.

Expert Troubleshooting

The ability to react to a down or alarming system is something that BrantTel Networks excels at. We have an expertly skilled Service Department that understands the importance of Business Continuity. Our Service staff have over 100 combined years of experience working with the Avaya portfolio, we understand the product line, and the nuances required to provide service excellence.

All of our technical staff undergo a rigorous training regiment to become "field ready". We believe that keeping a high level of technical aptitude gives more back to our customers, and lets them know that we focus on providing the highest level of technical and professional services.

Our TAC (Technical Assistance Centre) is staffed 24/7/365 to react to your service issues. Our SLA's are competitive, and 85% of service alarms are answered within one hour of notification. We take Service very seriously and we have 27 years worth of happy customers to testify to that. We believe that as a Platinum Avaya partner we need to offer the utmost in Service excellence.

BrantTel Networks employs MCP's, MCSE's, ENA's (Extreme Networks), CCNA's and Avaya ACE's (the highest Avaya technical certification).



Micro
CERTIFIED
Systems E

AVAYA

Certified
Specialist

Tiers of Service

Our maintenance program is designed to offer flexibility, to give you exactly what level of service you require for your business.

We believe this is a value add, where we do not impose rigid boundaries. We understand that every customer telephony situation is unique, and we treat each and every customer with that in mind.

Maintenance Options

Platinum Plan – Full Service Coverage

- Remote Diagnostics
- Monitoring/Alarmtrack
- Parts Replacement
- On-Site Technical Support
- Tier 1 / 2 Software/Hardware Support
- Avaya Tier 3 / 4 Software Support
- 2 Hour Emergency Response
- 24x7 or Regular Business Hour Emergency Service Coverage
- Preventative Maintenance

Gold Plan – Full Coverage (Excluding Sets)

- Remote Diagnostics
- Monitoring/Alarmtrack
- Parts Replacement (Excluding Sets)
- On-Site Technical Support
- Tier 1 / 2 Software/Hardware Support
- Avaya Tier 3 / 4 Software Support
- 2 Hour Emergency Response
- 24x7 or Regular Business Hour Emergency Service Coverage

Silver Plan – Basic Coverage (Remote Plus Parts)

- Remote Diagnostics
- Monitoring/Alarmtrack
- Parts Replacement
- On-Site Technical Support Not Included
- Tier 1 / 2 Software/Hardware Support
- Avaya Tier 3 / 4 Software Support
- 2 Hour Emergency Response
- 24x7 or Regular Business Hour Emergency Coverage

Bronze Plan - Remote Only

- Remote Diagnostics
- Tier 1 / 2 Software Support
- Avaya Tier 3 / 4 Software Support
- 4 Hour Emergency Response
- Regular Business Hour Emergency Service Coverage Only



soft
F I E D
engineer

AVAYA

Certified
Expert

Product Competencies at a Glance

Core Technology:

- IPT
- S8XX0 Media Servers
- GXX0 Media Gateways
- CMS
- Avaya Aura Communication Manager
- Management Tools (AIM, SUMP, MSA, VOIPMON)
- VPN and Security Solutions (VPN Hardphone)
- SIP Enablement & Programming
- AES/CTI
- Extreme Networks Summit/BlackDiamond
- Juniper Networks suite of products

Applications:

- One-X Mobile
- One-X Portal
- Contact Center Express
- IP Agent
- Converged Network Analyzer (CNA)
- Customer Interaction Express
- Interaction Center
- NICE, Witness Contact Center Analytics
- Meeting Exchange (Express & Enterprise)
- Modular Messaging (One-X Speech)
- Proactive Contact
- Video Conferencing/Telepresence
- IP Phone Applications
- Unified Communications (Microsoft/Exchange/Communicator)
- Voice Portal

We have you covered!

BrantTel Networks Canada Sales Office
8901 Woodbine Ave.
Markham, Ontario Canada
L3R 9Y4
Tel: 905-474-2322
TF: 888-632-0585
Fax: 905-333-3445
Email: info@branttel.com
Web: www.branttel.com

BrantTel Networks Canada Home Office
3190 Harvester Road
Burlington, Ontario Canada
L7N 3T1
Tel: 905-632-2000
TF: 888-632-0585
Fax: 905-333-3445
Email: info@branttel.com
Web: www.branttel.com