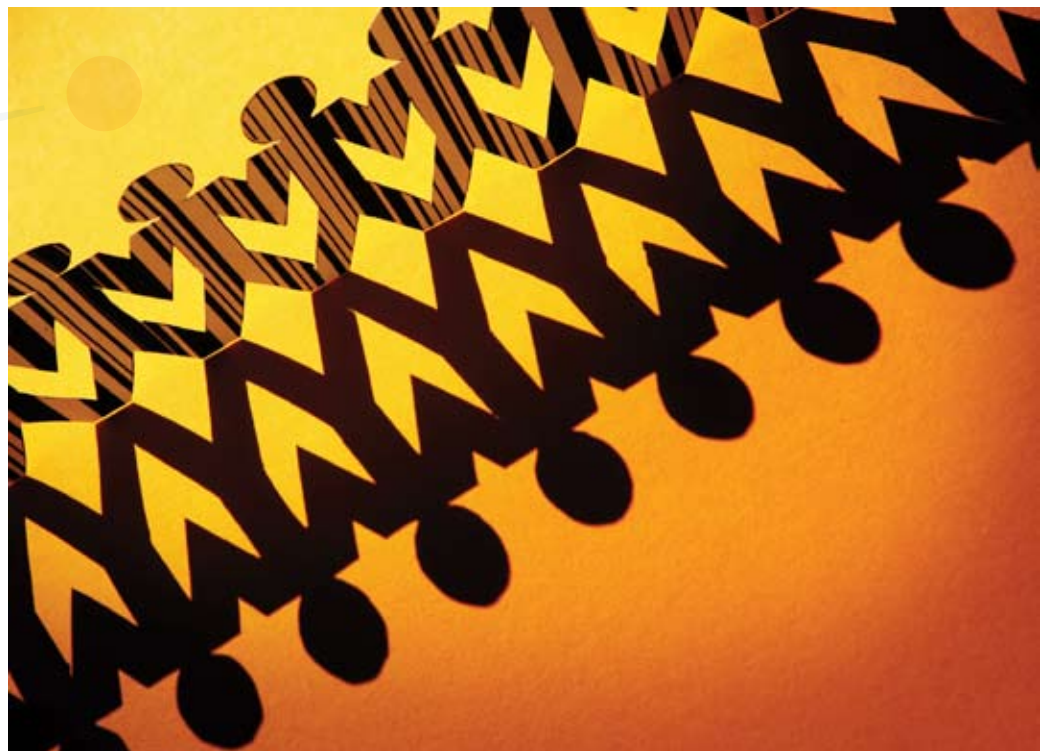




VOICE + DATA
NETWORKS

Parts Plus Remote Support

VDN's Parts Plus Plan includes next business day parts replacement as well as "Remote Only Support" for clients that are self-maintainers. Remote technicians diagnose faulty devices to determine what parts to ship to the customer. The customer handles the physical replacement of parts, or VDN can provide on-site technicians at a reduced labor rate.





SURROUNDING
YOU WITH
SUCCESS

Maintenance Support - 866-836-9696

VOICE & DATA NETWORKS

Parts Plus Remote Support Plan

Voice & Data Networks Support

- Single toll free number for all service needs
- Nationwide coverage with defined response objectives
- Platinum Three Star Avaya Business Partner (highest level awarded)
- Priority access to Avaya tier 3-4 support
- Technical staff of experts with the highest level of certification from Avaya, Microsoft, Cisco, Vonexus, HP

Uniquely Positioned To Service Your Needs

- 24 x 7 Monitoring (ISAM) Major incident (notify only, labor billable)
- Next business day replacement parts
- Remotely diagnosed incidents
- Question Desk
- Isolate source of incident
- Parts recommendation
- Technical assistance center
- Customized crash kit
- Call Center staffed by Avaya Certified Professionals (not clerical staff)
- Warehouse stocked with \$1M+ in inventory

What this means to you is...

- *Support* - we are an experienced, highly awarded, Platinum 3-Star Avaya Business Partner.
- *Convenience* - one call to make for your single source solution
- *Experience* - technical staff with the highest certification levels from Avaya, Microsoft, Cisco, Vonexus
- *Reliability* - our inventory and priority response reduces down time
- *Freedom* - to do what you do best while Voice & Data Networks insures your system is working properly

PARTS PLUS