

# Professional Services

We've built a solid reputation. Now let us assist with your implementation.

Innovative products are only part of our offering at AVST. Our Professional Services team provides outstanding technical expertise and customer service to assist you in planning, building and managing your AVST Unified Communications (UC) solution. If you need support with on-site installation, or assistance with a multi-site upgrade, then leverage AVST's Professional Services team for exceptional service and support.

## Get Just What You Need, or Have It All

One of the best advantages of the AVST's Professional Services program is its flexibility. You choose exactly what you need.

### Full Project Solution

- Project Management
- System Installation

### Per-Day Support

- Cutover Support
- Individual Application Deployment

## Full Project Solution

To keep your project running efficiently from start to finish, AVST offers project management support using PMI standards and offers full system installation.

### Project Management Activities Include:

- Coordinate meetings and resources
- Develop project documentation package including project plan
- Gather customer requirements and details
- Answer any questions regarding the project
- Provide a main point of contact from AVST for the course of the project



## System Installation Activities Include:

- Installation, configuration and testing of the AVST systems
- AVST integration with customer PBX
- Customization of AVST systems core components
- Unified Messaging (UM) configuration
- UM client installation on a limited number of client workstations
- Customization of AVST system features per customer needs:
  - » Programming and testing of auto attendant menu applications
  - » Installation of operational AVST components (ScheduleXpress, NotifyXpress®, auto agent, digital networking, Global User Administration)
  - » Installation of Neverfail® high availability and disaster recovery applications
  - » Import of customer user database into AVST systems
  - » AVST systems administration overview on-site training
  - » AVST Train-the-Trainer training

## Per-Day Support

You can also choose to have our team on-site to assist with the installation.

### Per-Day Support Includes:

- Coordination of the on-site technical resource
- Minimal project management assistance
- A field engineer onsite for a number of days to assist the partner technician with an AVST implementation or upgrade

## Get Connected Today

AVST's Professional Services team is comprised of senior level experts highly trained to deploy your AVST solution. Put them to work for you and experience the advantages. Contact an AVST sales representation for quotations and pricing or email [XpressServices@avst.com](mailto:XpressServices@avst.com) for more information.



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