



zoom

Managed Services

Managed Services from Zoom is a cost-effective way to reduce the complexity of your IT organization while delivering improved service levels to your end users and enhancing their productivity. Zoom's Managed Services supports both Zoom Rooms and Zoom Phone with:

- Remote monitoring,
- 24/7 Global Service Desk
- User management and device management (MACD)
- Session Border Controller (SBC) monitoring and management
- Technical engineer support; Our technical engineers will proactively monitor your system and address all questions and problems, taking full ownership from the moment issues are identified, until they are resolved

Managed Services Packages

The Managed Services packages outlined below are designed to meet every business need.



Monitoring, Management & Reporting

Managed Services monitors your Zoom Phone and Zoom Room system with dashboard monitoring, device monitoring, call quality review, analytics and reporting.

Along with monitoring CPU usage and connectivity, we will send you alerts when controllers, video and audio gears have been disconnected.

Additionally, we will review your devices for the latest software updates and work with you and your team to determine a remote upgrade schedule.



User & Site Profile Management

Managed Services remotely manages user moves, adds, changes, deletions, and site profile changes, queue and auto receptionist modifications based on the covered users, sites/locations and associated devices, and all via the Zoom admin port are also managed.



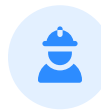
Global Services Desk

Zoom's Global Service Desk provides a single point of access for all requests. By taking ownership of the requests until their final resolution, Zoom's Global Service Desk is available 24/7 from our operations management centers in the USA, London, Amsterdam, Malaysia, Japan, and Sydney.



Optional Technical Engineers

Our technical engineers provide proactive monitoring and system upgrades and address all questions and problems. Our engineers take complete ownership of any issue that arises, from the moment it reaches us until it is resolved. Additionally, our engineers provide portal configuration and setup, meet with you regularly to share usage and Zoom Room health reports, and provide Zoom phone analytics and reports.



Optional SBC Monitoring & Management

Managed Services can provide monitoring and management services for your Session Border Controller (SBC).



Optional On-site Services

Technical engineers are available for on-site visits to provide Zoom Phone replacement and troubleshooting services.

- **Technical Engineer - On-site Services**
A technician may need to be dispatched for on-site troubleshooting and hardware replacement.
- **Technical Engineer - Badged On-site Services**
Technical engineers are available for onsite visits when needed. Our engineers will assess and escalate Zoom Phone issues, questions, and tickets. They also troubleshoot any problems and offer proactive monitoring, determine Zoom Rooms readiness each day, replace equipment, and provide system health reports.

Managed Services Overview - Zoom Rooms & Zoom Phone

		Standard	Plus
Remote Monitoring & Management	Number of Locations	Any	Any
	Proactive 24/7 remote monitoring via Zoom Dashboard & Portal	✓	✓
	Ticketing for technical issues	✓	✓
	Phone Analytics Call quality, usage, and devices	✓	✓
	Zoom Room Upgrades Controllers, schedulers, and firmware management remotely thru Zoom Portal	✓	✓
Global Service Desk	Global 24/7 availability		✓
	Problem troubleshooting, device configuration		✓
	Portal configuration MACD (site profile, user, devices)		✓
	Device failure identification and coordination of RMA		✓
	Escalation to Zoom engineering		✓

For More Info

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🌐 zoom.us/global-services

