



C1 Total Care for Unified Communications

Designed for Avaya Communication Manager, Avaya IP Office, and Cisco Call Manager

C1 Total Care for Unified Communications is a program providing three levels of service for on-premises Avaya Communication Manager, Avaya IP Office and Cisco Call Manager.

Designed to provide your organization with the perfect level of on-going support, C1 Total Care for Unified Communications delivers operational excellence so your teams can stay focused on innovation, serving customers and driving business growth.

Choose the plan that's right for your organization:

	Essentials	Foundation	Premiere*
Technical Support	24x7x365 (Portal & Phone)	24x7x365 (Portal & Phone)	24x7x365 (Portal & Phone)
Proactive call quality monitoring	X	X	X
Advanced Endpoint monitoring & analytics		X	X
Flex Services Account		X	X
Technical Advisory Services			X
Customer Success Manager			X
Technical Account Manager			X
Add ons: <ul style="list-style-type: none">• Additional Flex Services Account Hours• SBC Advanced Diagnostics• Software Release Management• On-Site Truck Roll			



What's included with the Technical Advisory & Lifecycle Services

Technical Account Manager is responsible for the following activities:

- Primary technical point of contact and product expert.
- Assess work efforts required to complete technical service requests.
- Provide technology lifecycle & roadmap planning support.
- Align C1 engineering resources to customer goals & requirements.
- Coordinate technical resources to resolve severity 1 incidents.

Customer Success Manager is responsible for the following activities:

- Primary point of contact and client advocate.
- Continuously assess client needs, challenges, and goals.
- Lead recurring status meetings between C1 and Customer stakeholders to review outstanding issues, escalations, initiatives, and action plans.
- Remotely deliver business reviews on a quarterly basis (not to exceed 2 hours) covering the following service and performance areas:
 - Key projects & tasks related to stated business objectives.
 - Review strategic plan and roadmap opportunities for improvement.
 - Key performance metrics including SLA/SLO attainment.
 - Billing.
 - Best practices.

Drive innovation with a Flex Services Account

A Flex Services Account ("FSA") is a service account that can be used for C1 services including design and consulting services, professional services, program and project management, and simple or complex service requests.

- Flex Credits are the equivalent of one (1) hour of Professional Services.
- Flex Credits may only be used by Authorized Personnel capable of providing specific requirements pertaining to supported platforms.
- Flex Credits do not have a monetary value and may be used for C1's services only. Flex Credits may not be used for product purchase or 3rd party services.
- Any unused FSA balances included in the Terms of Service (TOS) expire at the end of the contract term.

Get started

Communication is at the core of every successful business outcome. C1 Total Care for Unified Communications provides the support and on-going operational excellence for your on-premises Avaya or Cisco platforms.

Connect with a C1 expert today to learn more: OneC1.com/what-we-do/communications/total-care



C1, the global technology solutions provider, transforms businesses by creating connected experiences that shape the future. With more than 6,000 customers, C1 empowers industries through secure, innovative technologies, collaborating with leading partners to deliver total lifecycle solutions. Learn more at onec1.com.