



Peace of mind for the maintenance of your Cisco IP telephony environment.

The *Cisco IP Telephony Support Service* from ESI provides **assistance for troubleshooting** and daily management of any changes that may occur in your IP telephony infrastructure.

ESI also offers as an option an efficient **remote monitoring** system to detect anomalies **on the condition of your phone equipment and services**, depending on your particular environment.

Benefits of the ESI service

- ✿ **Technical assistance** via web portal, phone or email for troubleshooting your equipment
- ✿ Response time within **4 hours** or the **next business day** at your choice
- ✿ Access to skilled resources for **fast remote diagnosis** (level 2 and 3)
- ✿ **Tracking of your open tickets** at the manufacturer if required
- ✿ Two **site visits** and two **courtesy visits per year** to provide technical advice on your environment



AVOID downtime,
PREVENT problems and
ENSURE environment
continuity.

ENTRUST ESI experts the
management and operation of
your IT assets and **FOCUS** on
developing your business!

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