

OSI Technology Managed Services

OSI Technology is now Offering OSI Advantage for Avaya Users

Today, many organizations still want to enjoy the reliability of the Avaya telecommunications solution, but don't want to have to manage/maintain it and are tired of the high costs of Avaya maintenance.

OSI has a Managed Offer that allows you to enjoy the Avaya solution at a more reasonable price without having to commit IT resources to handle the constant add, move and changes.

Let OSI manage your system as if it's a Hosted Solution, but with the reliability you have come to expect with Avaya premise-based equipment. This OSI Avaya Managed Solution can be up to 75% less than moving to a Hosted Solution, which your business would have to "re-learn". Less cost, less business interruption while experiencing the reliability and excellent sound that Avaya has delivered American businesses for decades.

Are you attracted to the concept of HOSTED Voice, but need more?

Happy with the AVAYA system, but want someone else managing it?

Interested in the benefits of HOSTED, but on your current system?





VALUABLE

We specialize in designing custom communications solutions for leading-edge companies. In our commitment to being the premier provider of communications for both large and small companies, we have been in the maintenance side of the business from the beginning. Today, with hundreds of customers under maintenance, we continue to broaden our nationwide presence.

Offering a distinct brand of maintenance services and support driven by a customer-focused approach, we blend innovation and personalization to ensure your communications network operates and is maintained with ease and efficiency. In examining your communications plan and priorities, we work

closely with you in implementing solutions that both complement and strengthen your business performance. With people and resources around the country, and even the world, our commitment is to resolve problems and continually provide you with opportunities that support the growth of your business.

Consider the promise of comprehensive services that can be customized to meet your needs, and discover the value of OSI Advantage.

Value

At OSI Technology, we recognize your communications system is vital to your business success. As the people who know communications, we answer the call by delivering smart solutions and superior maintenance services tailored to fit your budget and your needs. In aligning our capabilities with your objectives, we strive to add value to your business.

Customer Feedback from a Luxury Brand High-End Clothing Retailer:

“OSI has serviced our organization for the past 15 years, aiding our growth which grew over that period of time to several hundred stores here in the US. They have provided great value to our business which is almost 365x24x7 in today’s retail landscape. Their VALUE to us today has recently led to our asking them to provide managed services to the rest of the Americas and our overseas operations as well. A trusted vendor, who can always be relied upon to put our business at the forefront of their efforts, is hard to come by and how we view OSI Technology today.”

Customer Feedback from a Public School District with 10,000 Students:

“OSI provided us the right product set of managed services that our District needed. We wanted to go hosted voice, talked about it for years, but were reluctant to move forward and take on the “risk” of being dependent upon a hosted vendor over the Internet which might not yield the reliability we needed for crisis events. Their solution leverages our premised-based infrastructure in place while off-loading the entire voice application overhead from us which was what was so enticing about hosted solutions. Plus we are saving money over our manufacturer priced maintenance. A vendor who truly listened and constructed a solution for us.”

RESPONSIVE

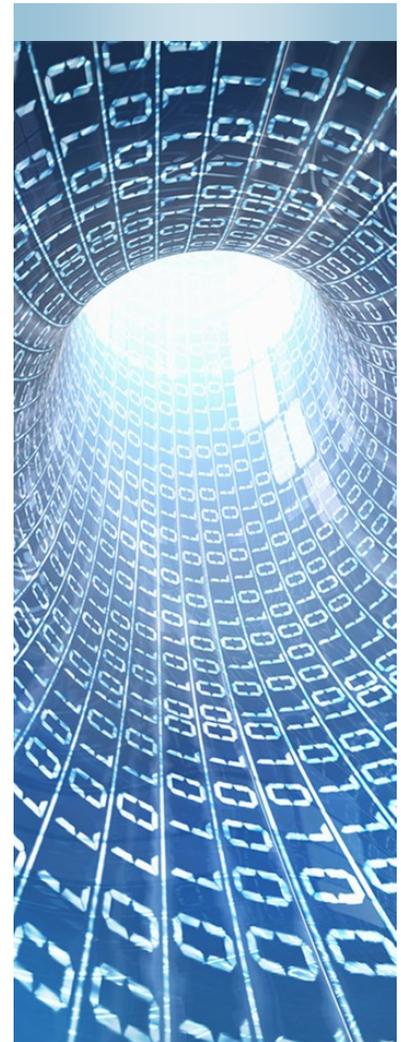
At OSI Technology, maintenance coverage offerings that blend flexibility and affordability are backed by the assurance of service accessibility at any time. The knowledgeable professionals that staff our national Network Operations Center (NOC) based in New Jersey respond to thousands of cases.

Regardless of the plan you choose, a call to our NOC Helpdesk will never lead you to an answering service or pager but always to a live professional highly equipped to respond to your questions or concerns 24/7. Through the NOC, you can also gain access to OSI Technology's services staff of Avaya certified techs, engineers, software specialists, convergence engineers, and application specialists. In forming a partnership with customers, the expertise of our NOC staff is bolstered by the strength of knowledge about your operations. Whether delivering proactive monitoring (real-time), customizable alarm notification, or our time-tested on-boarding process, we work closely with you in making smart business decisions.

With real-time proactive monitoring, you are instantly notified of a problem with a switch, promptly provided with your technician's contact information, and informed once the issue is resolved. These steps of commu-

nication can be customized to conform to your business processes. At the outset of your partnership with OSI Technology, we gather those involved in your plan for a discussion that forges a clear understanding of the details of your agreement. Our Customers have expressed gratitude in being able to ask questions, suggest adjustments, and gain reassurance of where to turn should an issue arise.

Working with a maintenance provider that is manufacturer authorized, recognized, and supported is vital to both the short-term efficiency and long-term protection of your business. Through manufacturers support, OSI Technology brings to your business the advantages of experienced and certified OSI Technology resources, along with additional outside technical resources. With prompt support and service backed by the manufacturer, we're dedicated to resolving communications complications quickly and effectively.



Responsiveness

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Flexibility

In an industry that has provided little choice in maintenance services, OSI Technology defies the one-size-fits-all approach. With a tiered structure of maintenance protection, we offer you three service options that promise extreme flexibility and total maintenance coverage.

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It's the combination of targeted precision and adept flexibility that sets OSI Technology's maintenance plans apart. While distinguished as Gold, Platinum and Diamond—each designed for specific business profiles—each of these plans is strengthened by the advantage of customization. Gold is built for technical customers and/or self-maintainers with precise budgetary limits.

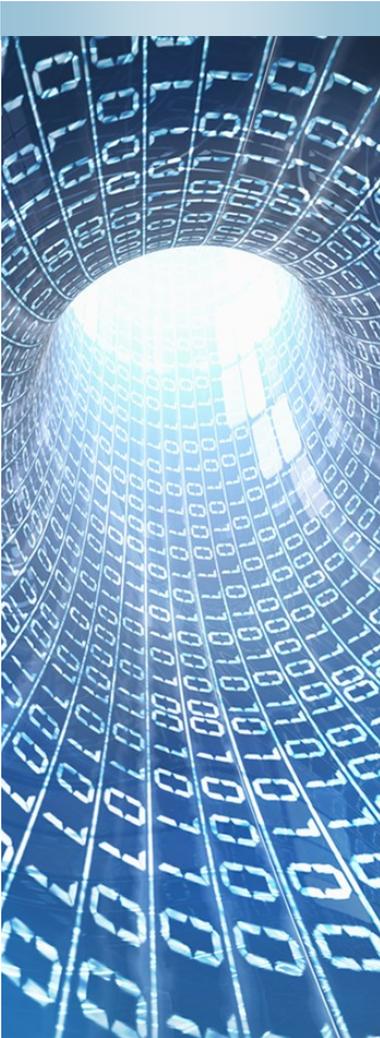
Its user-friendly features include the option of 8x5 or 7x24, Remote Only or Remote Plus Parts, and With or Without Sets service. Our Platinum coverage is geared toward enterprises with little technical staff or a very busy staff. Its adaptable features include 8x5 or 7x24, full coverage (on-site technician dispatch included) as well as the With or Without Sets option. Our Diamond plan is fully customizable. Its creative features include all of the benefits of the other plans and much more. With available options such as onsite technician, onsite critical spares, crash kits and custom hours plus an array of options tailored to

suit your individual needs, our Diamond plan takes personalized service and support to an unparalleled level. Whatever you dreamed a maintenance provider could offer, this plan aims to make it a reality.

These coverage plans are not only flexible on their own, but elements of each can be mixed and matched to meet the unique needs and goals of your organization. It's through this custom approach and personal touch that you realize the benefits of dynamic services that range from customizable alarm notification to real-time protective monitoring. Our tiered approach to market and an easy-to-work-with reputation has not only helped customers enhance their communications systems, but continues to leave them feeling like much more than another "sold to" number.

Partner with us in choosing the plan that best fits your critical business needs, and benefit from the extreme flexibility of OSI Technology total maintenance.

OSI TECHNOLOGY OFFERINGS	GOLD	PLATINUM	DIAMOND
Basic Proactive Monitoring 7x24x365	✓	✓	✓
Expert “Plus” proactive incident response	✓	✓	✓
Customizable notification	✓	✓	✓
24 hour helpdesk	✓	✓	✓
24 hour remote telephone support	✓	✓	✓
Remote diagnostics	✓	✓	✓
Troubleshooting	✓	✓	✓
Avaya/Nortel sfw patches, bug fixes and updates	✓	✓	✓
Avaya/Nortel portal access for SW	✓	✓	✓
Avaya portal access for Health Check	✓	✓	✓
Maintenance Permissions (MSPs)	✓	✓	✓
Avaya Tier III and IV supported	✓	✓	✓
Customer portal for ticket creation and tracking	✓	✓	✓
Clear, easy to read billing	✓	✓	✓
In stock replacement of covered parts	Available	✓	✓
On site tech dispatch	Available	✓	✓
Parts advance replacement	Available	✓	✓
Annual preventative maintenance (PM)	Available	✓	✓
On site dedicated tech (FT or PT)	Available	Available	✓
On site critical spares	Available	Available	✓
Custom coverage hours	Available	Available	✓
Remote system back-up	Available	Available	✓
Facility provider support	Available	Available	✓
Enhanced Proactive Monitoring 7x24x365	Available	Available	✓
Converge network support	Available	Available	✓
Network assurance/assessment	Available	Available	✓
Assist hours MAC	Available	Available	✓
Software release management	Available	Available	✓



OSI INSIGHT

“We give our Customers what seems like a dedicated Voice IT Department, guarding their company’s Operations without having to man it, manage it or “live it”. We interface with internal IT Staff when needed, report to IT Management as agreed upon while even supporting their end user community effortlessly and transparently when needed.”

SERVICE MANAGEMENT OFFER

The Service Management Package includes the Service elements necessary for maintaining steady operations for your Avaya communications solution. The OSI Managed Services include Service Desk, Service Management, Incident Management, Problem Management and Configuration Management.

Service Management Offer includes:

- Service Monitoring—Incident Monitoring
- Service Desk—Level 2 Single Point of Contact
- Incident Management
- Carrier/Vendor Interaction management
- Database Support
- On-site Labor for Software Updates

Service Monitoring

- Proactive monitoring of Supported Products
- OSI monitors the server hardware and Operating Systems (OS) for the Supported Products. It includes monitoring for availability, SNMP threshold, and SNMP Trap incidents.
- Customer Notification
- OSI will provide system-generated electronic notifications to Customer upon receipt of a customer-impacting alarm on a 7x24x365 basis.

Service Desk

OSI will provide a Level 2 Service Desk equipped with a toll-free number for all operational support. The Service Desk is a designated Single Point of Contact (SPOC) for Level 2 support and manages the communication with the Customer’s help desk (Level 1). OSI Service Desk function will coordinate activities such as incidents and service requests.

It’s important to note that the OSI Service Desk is different than a Help Desk. Service Desk is intended to act as the interface for the customer’s internal IT staff, while a Help Desk is an internal customer entity that supports end-user community.

SERVICE MANAGEMENT OFFER

Incident Management

The objective of Incident Management is to restore normal service operation as quickly as possible and to minimize the adverse effect on business operations, this ensuring that the best possible levels of service quality and availability are maintained.

OSI's Team will perform the following tasks to deliver Incident Management:

- Incident Monitoring
- Open and Update Trouble Ticket
- Trouble Isolation
- Carrier/Vendor Interface
- Track/Manage Incident to Closure

Incident Monitoring

Incident Monitoring includes availability, interface, threshold and technology-specific incidents, and is a fundamental function performed under Incident Management.

Trouble Isolation

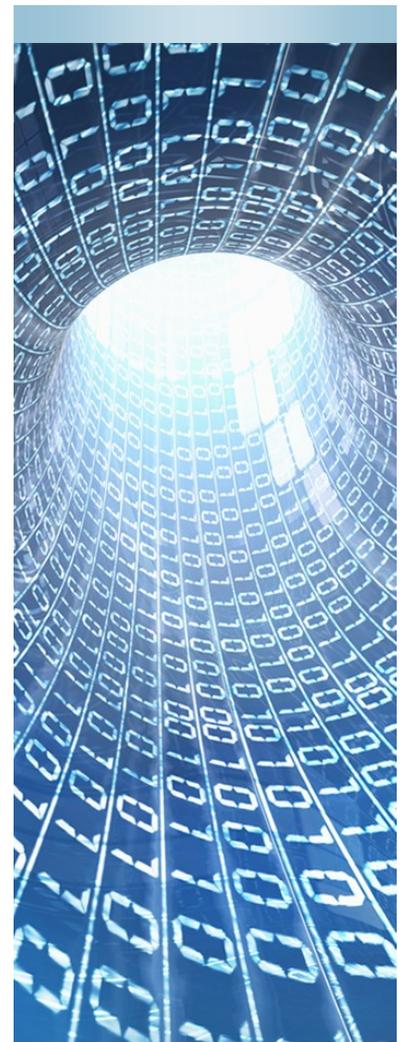
Trouble Isolation activities are initiated when an incident is generated and include:

- Performance Issue Handling
- Service Issue Resolution
- Logical Configuration Resolution

Track/Manage Events to Closure

OSI tracks all incident activity from initial awareness to incident closure, including the following:

- Up/Down status of the Supported Products
- Related tickets are associated with the primary incident
- Updates are added to the ticket as applicable
- Issue resolution is tracked and the ticket is closed



OSI INSIGHT

“Customers asked us for this product to give them the ability to see resolutions whenever they needed. Important that they had information at their fingertips BEFORE hearing about it from their Operations Management. You are now fully informed and in control, allowing you to know every detail without having to micromanage every incident of your voice network.”



OSI INSIGHT

“Nothing is more time consuming and less satisfying than having to act as the go between for carrier vs. voice equipment manufacturer. It can be a big black hole. Now, our Service Management Offer allows you to free yourself of that burden and allows us to coordinate all of it for you. We do the ongoing monitoring of carrier progress, freeing you up for other important projects.”

SERVICE MANAGEMENT OFFER

Carrier/Vendor Interaction Management

OSI provides an interface to work with your Staff for vendor coordination for the purpose of incident resolution with other vendors, including Avaya and carrier service providers, and tracks them to conclusion when those incidents with those vendors have a direct relation to the Unified Communications solution being supported by OSI Technology. The management of those ticketed incidents include monitoring the ongoing progress of the issue and recording the progress that can be viewed via the OSI web portal by the Customer. A service support agreement must be in place between the Customer and the vendor.

Database Support

Under the OSI Managed Services Enhancement, OSI will maintain customer records regarding:

- Hardware and Firmware Release Information
- Software Release Information
- Configurations across the enterprise for all managed environments
- System Back-ups

OSI Supported products with automatic backup capabilities should be set to automatically write/backup to the Customer-provided backup server/device during the installation process. The OSI on-boarding team will ensure that the backups are configured before the on-boarding process is complete. The on-boarding team will verify with the Customer on the timing of the backups. Backups are recommended to be programmed (at a minimum) for a full backup each month.

- OSI will ensure that any system-level changes made by OSI are backed up at the time of the change.
- OSI will work with the Customer to create the backup and restore process and plan.
- The Customer is responsible to provide backup media and data storage location.

On-site Labor for Software Updates

OSI will provide the on-site smart hands required to facilitate the deployment of .dot releases of software as required for up to 1x per year.

OPTIONAL OSI SERVICES MACD OFFER

OSI Technology can offer a customized Change Management Offer for you in order to align the Moves, Adds and Changes (MAC) process. Upon alignment, OSI will be responsible for:

- Working with the Customer to get a definition of the changes required
- Measuring the impact of the proposed change
- Developed a back-out plan
- Obtaining any relevant approvals for change
- Scheduling the implementation of the changes
- Testing the change as applicable
- Implementing the change

Upon completion of the change activity, OSI will provide status to the Customer if the change was successfully completed. If the change was not successful, OSI will implement the back-out plan in relation to the change and work with the Customer to reschedule the change if appropriate.

Move, Add, Change (MAC) Definitions

A simple MAC is defined as work performed at the user level (e.g., establishing a user account). Any request for MAC support >15 users, per site, is considered a project. These project MACDs will be performed against the allotted hours of MAC support and the interval for which these are completed will vary based on the request.

A complex MAC is defined as work performed at the system or application level. Avaya will perform remote simple and complex change activities upon receipt of a customer change request.

Based on percent of users, OSI has calculated 40 hours per month of anticipated MACD work.

- OSI will track hourly support on a minimum of one half-hour for all services delivered and will round each partial hour consultation up to the next half-hour.
- Any hours not used in a given month will be rolled over to the next month. All the allocated hours must be used within a 12-month period.
- Service orders will be submitted by Customers directly to OSI Services group. OSI will perform MAC activities during normal business hours, which are from 8:00am to 5:00pm local site time, Monday through Friday, excluding OSI-observed holidays.



OSI INSIGHT

“When Customers told us that they needed a predictable budget for MAC work and a clear mind that it would be done thoroughly and tested properly without them babysitting it, we came to offer this option. If you don’t want to be hands on with every little operational change, this is for you.”



OPTIONAL AVAYA RELEASE MANAGEMENT OFFER

Release Management is used for the remote distribution of software and software updates for the Unified Communications and Contact Center supported products. Release management is responsible for integration testing, maintenance of the SW Library and release control into production environment. All of these activities ensure the physical control of a company's software assets and their release into the production environment. It also controls the physical distribution of the software, or its distribution media, and the actual implementation of the software.

The goals of Release Management are:

- Plan the rollout of software
- Design and implementation procedures for the distribution and installation of changes to supported solutions
- Effectively communicate and manage expectations of the Customer during the planning and rollout of new releases
- Control the distribution and installation of changes to supported solutions
- The focus of release management is the protection of the live environment and its services through the use of formal procedures and checks

The following scope applies for Supported products and their operating systems under the Unified Communications and Contact Center Release Management Service and will be delivered by Avaya:

- Product Correction Updates (Patches, Service Packs)
- Minor Releases (Software Updates, Dot Releases) that are necessary for issue resolution
- OS Patches and Anti-virus Updates (where applicable)

OSI INSIGHT

“Most Customers knew that Release Management was “on them” as per the Manufacturer, but few have the time or inclination to really get it done regularly. By offering this product, we now help our Customers be proactive in eliminating downtime – rather than having to be reactive during a crisis. We recognized the need and responded with this optional offer. Keeps a system humming and avoiding costly interruptions at the worst possible times!”

OPTIONAL OSI ADVANTAGE

OSI Advantage was formed in order to provide our Avaya/Nortel Enterprises with an option of continuing to enjoy their premise based PBX Solution WHILE enjoying all the benefits that hosted systems offer. Would you like the best of both worlds?

Do you want to:

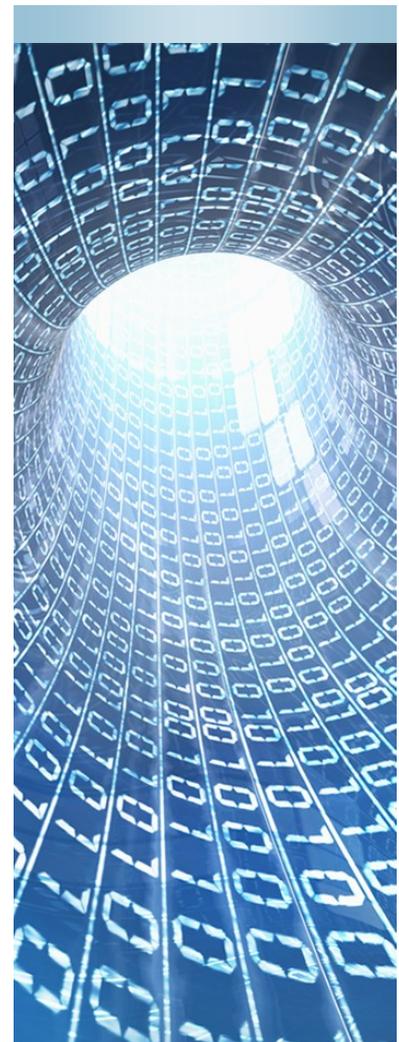
- Enjoy your current PBX network but not have to get involved in the day-to-day support nor the adds, moves and changes?
- Have multi-tier redundancy and resiliency so you don't have to worry?
- Always have the most updated version of communication software?
- Have no concerns about obsolescence and needing a future forklift?
- Do all of the above for a set monthly cost with no worries?

OSI Advantage helps organizations like yours achieve all of the above and forgo nothing in flexibility and operational functionality while still being able to use the interfaces your users already know and love. No major disruption to your organization that change can trigger but the business achieves all the benefits you are looking for.

Additionally, your new OSI Managed PBX System will also afford you:

- More in-depth management controls for you to oversee results
- Flexibility to create custom applications and reporting tools to integrate into other business applications such as CRM
- Flexibility to add VoIP Lines or SIP trunks from multiple VoIP providers

Ask your OSI Technology Account Manager to show you how OSI Advantage can make your troubles in your voice network a thing of the past.



OSI INSIGHT

“Many told us that their business needs were unique and every-one tried to fit them into a set offering that just didn't work. We sat down and really listened and priced out an offering that was customized to their business needs versus them changing their business to fit our offers. This is something we are good at – listening to our customers and then helping formulate a plan to “do the right thing”. Feels good and something I'm excited to be a part of.”

CAPABILITIES

Traffic Study

Source Book

Site Survey

VoIP Deployments

Unified Communications

Wireless Networks

BYOD Solutions

Data Infrastructure

Video Conferencing

Security Solutions

Video IP Surveillance

Continuity Planning

Network Monitoring

Carrier Network Services

Hosted/Cloud

Hybrid Solutions

OSI Technology: For Every Way Your Organization Needs to Communicate

OSI Technology is a national communications technology solution provider with 30 years of experience in providing converged solutions. We represent best-in-breed partners whose products and services represent the finest solutions in the communications industry. OSI consults, designs, sells, deploys and services an array of technologies while successfully integrating all the methods of communication.

Partners include: Aerohive, Alcatel-Lucent, Aruba Networks, Avaya (and Nortel), Bradford Networks, Cisco, Ekahau, Extreme Networks, LifeSize, Motorola, Mutare Software, Panasonic, Polycom, Radvision, ShoreTel Sky, SonicWALL, Spok, Verint and many more.

Through our partner relationships, we provide complete end-to-end services and solutions. These various certifications are only given to business partners who have met rigorous requirements for technical expertise and customer satisfaction. These distinctions are a direct result of the talent, dedication and commitment of the OSI team including pre-sales engineering, project management, post-sales support, account management and training.

Contact us so we can learn more about your needs and help you put together a customized plan of how to achieve your organizational goals within your budget.

OSI TECHNOLOGY

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