NEXT > CARE

The Assurance of a Fully Managed Collaboration Infrastructure

Let LookingPoint take complete ownership of managing your collaboration infrastructure. Many of our customers find it difficult to keep up with their day-to-day responsibilities while keeping up with the latest collaboration innovation. So leverage LookingPoint to take care of your infrastructure with Next Care Managed Voice.

You'll get a **dedicated** team that will proactively manage, monitor, and optimize your collaboration infrastructure, ensuring maximum uptime. Plus, you'll get expert advice and oversight when needed, technology lifecycle management and unlimited support.

We provide ongoing reviews of your technology, with best-practice recommendations that we'll implement for you, so you'll always see **consistent results**.

Optimized Collaboration, Enhanced Communication

With Next Care Managed Voice, we'll enable an improved end-user experience as we discover and implement new capabilities. Plus you'll have consistent operations, with maximum uptime. This service includes:

- Consistently applied best practices
- Review of your collaboration technology
- A highly trained extension of your IT staff with incomparable expertise you can trust
- A reliable, consistent, and dependable approach delivering collaboration services that ensures maximum uptime
- Get Started Today with Next Care
- Call us today at **925-566-3480** or email us at **sales@lookingpoint.com** and our IT experts can help you design the Next Care Managed Voice plan that is best for your collaboration infrastructure.

The result? A reliable and consistent collaboration experience enabled by our team of highly trained experts and their collective expertise. So make your life easy, let us manage the collaboration infrastructure, and you focus on key applications that enable your business.

Next Care Managed Voice Product Description

Next Care Managed Voice provides our customers with a fully managed collaboration infrastructure. This is an on-premise per-user, per-month service in which LookingPoint manages all the administration and support of a customer's voice system.

Collaboration Services

Supported systems include Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Presence

- Unlimited moves, adds, and changes
- Software updates and patch management
- Backup and system management
- 24x7 monitoring

Contact Center Management

Supported systems include Cisco Unified Contact Center Express

- Unlimited moves, adds, and changes
- Software updates and patch management
- Backup and system management
- 24x7 monitoring

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NEXT CARE MANAGED SERVICES

COLLABORATION

A fully managed collaboration infrastructure, with administration, support and management.

- Complete Communications Management
- Software Upgrades
- 100% MAC Support
- Monitoring
- Backup Management
- Best Practices

NETWORK

A fully managed and proactively monitored network infrastructure with expert configuration support and administration.

- Complete Network Management
- Software Upgrades
- 100% MAC Support
- Monitoring
- Configuration Management
- Best Practices

DATA CENTER

A comprehensive portfolio of virtualization technologies and services.

- Complete Data Center Management
- Software Upgrades
- 100% MAC Support
- Monitoring
- Configuration Management
- Best Practices

ON DEMAND

- 4 Incidents
- SLA for Support
- Extended IT Team