

About Our Support Solution

The healthy state of your communications environment can be a complex undertaking given the diversity and integrations involved with all the different component services, applications and suppliers that make up a complete collaboration solution. Enabling Technologies, Microsoft's Unified Communications back-to-back Partner of the Year, provides end-to-end Secure Support, Monitoring and Diagnostics for the entire Communication and Collaboration solution for companies of all sizes. We triage the problem so you are not forced to call different manufacturers and vendors.

Our Solution is Designed For You

	Essential	Enhanced	Elite
Response Time SLA	2 Hours	1 Hour	1 Hour
Coverage Hours	8x5	24x7	24x7
Reactive Break Support	X	X	X
Escalation Support	X	X	X
Skype For Business Trouble Shooting	X	X	X
Proactive Systems Monitoring		X	X
Real Time Event Log Analysis		X	X
Video Troubleshooting		X	X
Online Ticketing Dashboard		X	X
UC Analytics		X	X
Remote Access			X
Client Notification and Instant Troubleshooting			X
Onsite Support		Plus Expenses	X
Quarterly System Health Checks			X
Server Patch Management			X
Certificate Management			X
Weekly Support Reviews and Reporting			X
Escalation to Telco/ISP			X

We Understand

Enabling recognizes that many firms have a Software Assurance agreement in place with Microsoft. But many of them still contract with Enabling as a single point of contact for the entire UC solution to avoid the downtime and frustration of having to re-explain their situation to various vendors.

You can run your business while Enabling cares for your entire solution.