



ADVANTAGE

ShoreTel® Partner Support

SERVING THE BUSINESS COMMUNITY SINCE 1984

- Headquarters: Portland, OR
- Service Area: Global
- Partner Level: Gold



PARTNERSHIP

Matrix Networks is dedicated to delivering optimal client experiences. Leveraging over 30 years of service and continual knowledge development to proactively monitor and maintain the world's best solutions for business telephony. Our goal is helping your organization grow.



KEY ADVANTAGES

- 24/7/365 Coverage
- Hardware Replacement
- Proactive Monitoring
- Advanced System Analytics
- Automated System Reporting
- Priority Dispatch
- Access to Emergency Inventory
- Remote System Upgrades



TRAINING

- Bi-Annual Refresher Courses
- Monthly Educational Webinars
- On-Premises Training Available
- Access to Partner Assets
- Instructional Videos



CONSULTATION

- Annual System Health Review
- Carrier Service Consultation
- LAN/WAN Assessments
- Contact Center Analysis
- Disaster Recovery Planning

STANDARD COVERAGE HOURS 8AM - 5PM (M-F)

24/7/365 support from certified Matrix Networks Pro-Techs. Remote management of minor adds, moves, and changes. Unlimited remote support during standard coverage hours. Priority dispatch for all Advantage Partner Support clients..

PROACTIVE SYSTEM MONITORING AND RESPONSE

Our advanced monitoring software is layered onto every Advantage Partner's system so that problems are identified and solved before you are aware they exist. Instead of calling us to report a problem, we call you to let you know it's been handled.

SHORETEL SYSTEM BACK-UPS

Back-ups are performed remotely by Matrix Networks Pro-Techs and stored at Matrix Headquarters in our secure data center. Advantage clients will receive annual back-ups, and Advantage+ clients will receive quarterly back-ups. Loaner servers are available upon request.

ADVANCED HARDWARE REPLACEMENT

Next day air shipped hardware replacement. Matrix Networks will replace hardware of equal or greater value at no cost to you (phone coverage available). In addition, Matrix Networks keeps inventory stocked at all times. Same day delivery within 100 miles of Portland.

SYSTEM HEALTH REVIEWS

It is the goal of every Matrix employee to be more than a solution provider. Matrix Networks is designed to be a long-term partner and technical resource for your organization. From annual health reviews to quarterly performance assurance, **system growth planning** is at the core of Advantage ShoreTel Partner Support with Matrix Networks.

SYSTEM GROWTH PLANNING



SYSTEM RESILIENCY ENGINEERING



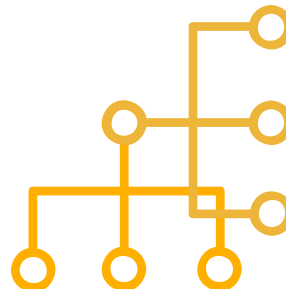
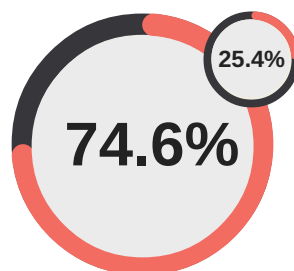
BUSINESS CONTINUITY DESIGN



Advanced Analytics

Call Flow Diagrams

In-Depth Reporting



A: 4243 SE International Way Suite C., Portland OR, 97222

























P: (503) 654-3000

E: info@mtrx.com

W: www.MatrixNetworks.com

ADVANTAGE

ShoreTel Partner Support

FEATURES	ADVANTAGE	ADVANTAGE +
UNLIMITED REMOTE TROUBLESHOOTING (8-5 PST M-F)		
ADVANCED HARDWARE REPLACEMENT		
PROACTIVE SYSTEM MONITORING		
REDUCED LABOR RATES DURING STANDARD COVERAGE		
PRIORITY DISPATCH		
EMERGENCY INVENTORY ACCESS & DISPATCH 24/7/365		
WEBINAR EDUCATION AND REMOTE TRAINING		
ANNUAL SYSTEM UPGRADES		
IN-DEPTH SYSTEM ANALYTICS		
AUTOMATED SYSTEM REPORTING		
QUARTERLY SYSTEM BACK-UPS		
CARRIER RELATIONSHIP MANAGEMENT		
REMOTE MANAGEMENT OF ADDS, MOVES, AND CHANGES	