AudioCodes | SOFTWARE AND HARDWARE UPGRADE SERVICES

Providing the delivery and application of software and hardware updates to enhance currently installed software, while keeping the network at optimal performance.

Challenges

Ensuring maximum network performance, while providing you access to the latest software and hardware enhancements, can provide you with the return on your investment capital that you expect and demand from AudioCodes products. While the software content of converged networking solutions is projected to increase steadily, it is critical to maintain network software environment. To a lesser degree, this is true also for hardware. Recognizing these demands, and in conjunction with the continually demanding goal of maximizing network performance while driving predictable maintenance support costs, the AudioCodes Software Upgrade Service can provide you with the support to enable the latest software releases and hardware enhancements.

Methodology

To support today's complex multi-service networks, AudioCodes has developed a comprehensive Professional Services program that provides responsive, preventive, and consultative support of AudioCodes technologies for your specific networking needs.

AudioCodes Professional Services supports networking devices, applications, and infrastructures, allowing large organizations and service providers to realize the full potential of a high-performance multi-service network.

The foundation for AudioCodes Professional Services is a network life-cycle model based on the three basic phases of planning, implementation, and operating. The result is a unique portfolio of complementary and synergistic service components.

These services span the continuum of device, network, and application support for the AudioCodes high-performance solution, supporting your goals of seamless integration, high availability, and non-stop scalability to keep pace with your business and network demands.

Solution

The AudioCodes Software Upgrade Service can be optimized to work within your specific requirements regardless of the size of the network or availability of internal resources. The type of upgrade is independent and includes support for patches, maintenance, and major releases. This service will provide skilled personnel for the on-site or remote delivery of the following:

Review of specific software and hardware modifications between releases

Testing and validation of the upgrades in your test facility

Review of the existing configuration to ensure functions and features are optimized

Creation and verification of customized Method of Procedure (MOP) documentation

Perform in-network MOP execution

Knowledge Transfer on the latest product features

Benefits

The AudioCodes Software and Hardware Upgrade Service enables you to respond quickly to changes by providing access to the most current functional enhancements. In addition, you will be leveraging the latest application software enhancements, resulting in optimum network or application performance, reliability, and stability.

The AudioCodes Software Upgrade Service can provide a wide range of service deliverables by tailoring the program to meet specific and growing demands. AudioCodes specializes in customized professional service programs that will complete the requirements to keep your business on top.

For more information on AudioCodes Professional Services offering visit our website:

http://www.audiocodes.com/professional-services

or contact your AudioCodes Sales Representative or Partner.

Service availability varies per geographical location.