AudioCodes

PLAN **IMPLEMENT** **OPERATE**

Achieve Successful, Global VoIP Deployments Through AudioCodes' Extensive Field Experience

AudioCodes portfolio of implementation services is an essential part of our overall global services offering covering all aspects of voice deployments from initial planning through to implementation and after-sales support.

The implementation of complex voice and Unified Communications solutions and their integration with companies' existing telephony systems can be challenging for organizations with limited resources or lack of voice experience. AudioCodes' experts are available to help partners achieve smooth voice implementations by providing the services necessary for physical installation and configuration at virtually any geographic location.

Benefits of AudioCodes Implementation Services

Highly customizable offering - choose only the services you need to complement your own service capabilities

Comprehensive deployment expertise - achieve trouble-free installations through our engineers' vast experience

Extensive legacy system interoperability - ensure smooth migration at your desired pace

Service with a global reach - leverage our global footprint to extend your service presence

AudioCodes Operations and Support Services Portfolio

Service	Description
Implementation Services	To ensure smooth deployment, from pre-installation preparations through physical racking and up to final commissioning, AudioCodes offers a suite of services that ensure worry-free and high quality implementation resulting in reduced installation time and costs. Among the services that our engineers can perform are: • Site survey to verify the readiness of customer locations for the installation • Staging of devices before they are delivered to ensure they are ready for immediate activation upon delivery to the customer site • On-site Installation including physical placement of the AudioCodes products, connecting them to the existing power and Ethernet cabling, configuring the local IP address, and verifying network connectivity and basic hardware functionality • Configuration and Commissioning of devices (remotely or on-site) which includes validation testing of the network, media, PSTN settings and basic call completion, routing, and feature functionality
Resident Engineer	The AudioCodes Resident Engineer service offers a full-time dedicated AudioCodes Professional Services Engineer (PSE) selected based upon their technical experience to perform the required activities to match each project's specific needs. AudioCodes resident engineers are available to provide dedicated support in many areas in order to meet specific requirements and ensure they derive the maximum business benefit from AudioCodes solutions.
Global Logistics	AudioCodes' partners can benefit from our long-term partnerships with leading forwarders responsible for handling our ongoing deliveries all around the world. AudioCodes' experience with worldwide shipments and our long-term relationships with manufacturers give us a significant degree of control over outgoing shipments from the manufacturers' facilities. AudioCodes Global Logistics service reduces risk and avoids the need to obtain a 3rd party's approval for shipping (which may cause delays). The service provides full transparency to shipment status and arrival schedules ensuring that products get shipped in the most straightforward and hassle-free way.

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.

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