

# TOPCALL Services for Your Benefit



## Remote Administration

**Remote Administration ensures that your TOPCALL communication system is optimally configured** and permanently available. Business critical communication processes are managed more efficiently and secured as if you had a TOPCALL employee onsite.

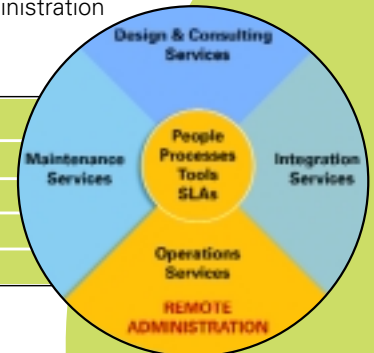
It is almost impossible for your company to support and maintain experts in all areas of Information Technology. IT departments' resources are often stretched and maintaining expertise for all in-house applications is a challenge. A major area of potential lies in what may be referred to as "virtual competence and support centres."

### Your Situation & Challenge

Most companies demand 100% system availability. The challenge in achieving this is not only based around system stability, but also human resources, management tools, knowledge and most important experience. This leads to the most critical question: How do you best actively monitor and manage all of your communication systems?

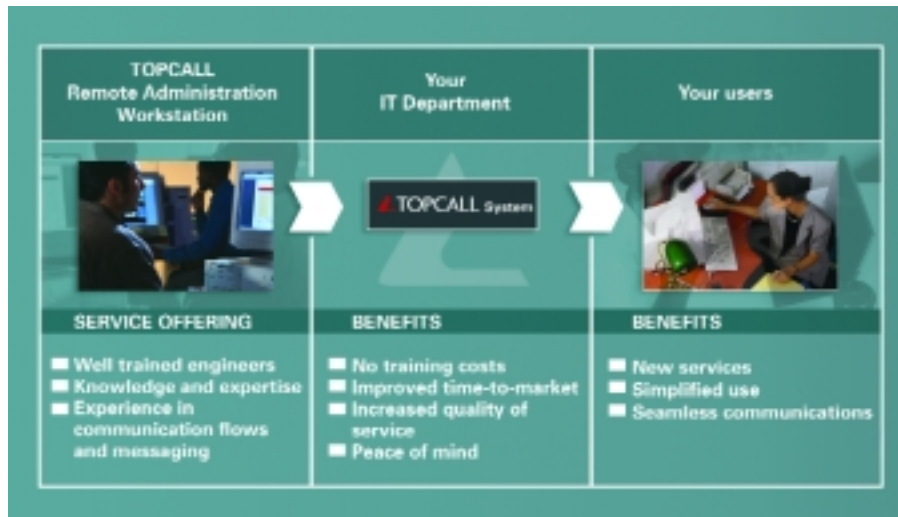
TOPCALL can play a central role in the Remote Management of your communication system. Our support and maintenance team is literally a virtual employee of your company. This service allows you to utilize all of the know-how and experience throughout the TOPCALL group to best maintain, manage and enhance system performance and secure against system downtime. Communication transactions are the lifeblood of a company's survival and TOPCALL's Remote Administration makes it possible to secure the highest availability.

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|-------------------|---|
| <b>HIGHLIGHTS</b> | • Reduce IT training costs (focus on core business)                   |
|                   | • Improve time-to-market (the system is supported from the first day) |
|                   | • Increase quality of service (a virtual competence centre)           |
|                   | • New services available (outsourced services delivered faster)       |
|                   | • Peace of mind (in the hands of the experts)                         |



TOPCALL Remote Administration

### TOPCALL Remote Administration Services



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### Your Benefits

#### **Better use of IT staff resources.**

Remote Administration is part of our core business and we have well-trained and experienced TOPCALL engineers ready to start today.

**Time-to-market.** By using the Remote Administration service, instead of training your own IT staff, you improve your time-to-market (optimally administered and configured to your business).

#### **Reliable and efficient service.**

Remote Administration is preventative (not waiting for the system to go down). The service brings peace of mind to your IT department.

#### **Why go remote?**

The administration of communications (i.e. real-time services like voice, video, etc.) and messaging (i.e. near real-time services like email, SMS, etc.) requires special knowledge and experience. Additionally, IT departments have a shortage of networking experts and no possibility to dedicate in-house resources to the TOPCALL system.

#### **Our Service (our people)**

With Remote Administration it is possible to have your system administered by the best-trained and experienced engineers – our engineers. Instead of training staff and waiting to develop experience within your company, you can rely on our knowledge and experience to administer all components of your TOPCALL system remotely. This frees IT staff to focus on your core business and transfers all responsibility to TOPCALL.

#### **Proactive Service (not reactive)**

Remote Administration provides you with preventive support as opposed to classic maintenance services (i.e. reliant upon system failure). The focus of our proactive approach is a mix of monitoring and alerting tools that make it possible to identify potential problem situations before they occur.

#### **Extras (outsourced services)**

In addition to maintenance and support, TOPCALL services include active monitoring, system updates and important backups to ensure stable system configurations. All administrative activities are documented in a detailed and clearly arranged report containing journals, statistics, graphs and figures.

#### **Why TOPCALL as your newest employee?**

TOPCALL is a specialist in communication driven business processes. Located in 46 locations worldwide, our people have the knowledge, expertise and experience to enable and secure your business communications.

Our 25 years' experience, strong focus on business communications, and global presence make us the ideal partner.

Dedication to our customers through services like Remote Administration has led us to a leadership position in the communications market. Our commitment to research & development keeps us on the cutting-edge.