# FIELD TECHNICAN SERVICES

Access to in-country support providing an array of on-site tasks whenever and wherever needed throughout the project lifecycle.

## Challenges

From planning and design, through implementation, to operation and support, it is frequently necessary to have on-site personnel perform tasks. In addition, ensuring that the network is always available and that it operates at peak efficiency has never been more fundamental to success. Whether you are operating regionally or globally, you need a support strategy that ensures successful network deployments and performance.

## 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

AudioCodes Field Technician Service is a comprehensive set of service offerings to meet the diverse operational needs of our customers. Our team of AudioCodes certified engineers and partners handle all of your field technician requirements to your satisfaction on a global reach. They have the ability to provide a variety of tasks and deliverables including:

### Site Surveys

AudioCodes can perform a site audit to determine the specific needs for a particular location during the planning phase. Site readiness tasks can be performed to verify that all site environmental and support services are in place for the installation. During the implementation or post in-service phase, AudioCodes is there to gather and identifying assets while documenting them with digital photographs in order to create a site-specific configuration in order to address potential issues or accelerate resolution of network outages.

### Installation

During the installation phase, AudioCodes helps the customer by installing AudioCodes products to meet cost, quality, and schedule objectives. This service includes physical placement of the AudioCodes products, connecting of existing power and Ethernet cabling, and verification that the hardware is functional.

### Move/Add/Change/Delete (MACD)

During the post-implementation phase when AudioCodes products are in-network, AudioCodes helps the customer by providing MACD service for the AudioCodes products to meet cost, quality, and schedule objectives. This service provides for the AudioCodes products physical moves within a specific location or to another location, additions to existing AudioCodes products, or removals of existing AudioCodes equipment.

## Benefits

Depending on the size of the deployment, the availability of customer resources, and the criticality of the task, AudioCodes Field Technician Service can be customized to ensure a project's success. Our Field Technicians bring many years of experiences with their knowledge of telecommunication networks and AudioCodes products. AudioCodes Field Technician 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.