

System Maintenance



Trust the Professionals at M&C for IVR/Call Center Maintenance

M&C offers maintenance services for the Nortel MPS, VPS and Avaya Experience Portal platforms. Field Engineering includes yearly preventative maintenance and on-site hardware and software support as required. Support services include telephone support, parts delivery and consultation.

You can choose your annual plan based off your service requirements:

- **Gold Level:** 9 hours, 5 days per week
- **Platinum Level:** 24 hours, 7 days per week

Key Benefits of a M&C Application Maintenance Contract

1. Cost Savings Over the Life of the Contract

An Application Support Agreement will likely save you money in the long run. M&C offers discounts to their contract clients, and they're able to better budget for their maintenance as many of the costs will be arranged beforehand.

Non-contract customers are billed standard M&C rates, which *can be as much as 75% higher*, and a *Purchase Order is required before service is provided*.

3. Emergency Service

When you have an existing agreement with M&C, you'll know quickly whom to contact in the event that emergency service is needed. M&C typically responds within 10 minutes or less.

Non-contract customers are required to provide a Purchase Order before receiving service, and there is a *minimum charge of 4 hours* at standard M&C

2. Expert Technicians

A relationship with technicians who know your business and is familiar with your systems is beneficial for both parties. When you have a scheduled maintenance contract, the support team won't have to waste time learning about your particular systems and needs. You'll have immediate access to technicians who are familiar with your applications and environment.

After providing a Purchase Order, non-contract customers will be serviced by *the first available technician with the appropriate skills*.

4. Prearranged Security Access

For contract customers, technicians who know your systems, and already have security access, can connect and resolve issues very quickly. Non-contract customers *experience delays* while they provide security access or remote viewer access to the technician.

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