

Converged Care Solution



Protecting Your Business:

Your business is unique, and so is each *Converged Care Solution* that Introtel designs for our clients. Effectively communicating with your clients and partners is essential to the success of your business, and any interruption in service can significantly impact your bottom line. Now you can lessen and often eliminate catastrophic interruptions in service with a *Converged Care Solution* from Introtel e.Networks.

Solution Highlights:

- **24x7 Coverage 365 Days A Year**
- **Remote Diagnostics and Repair-** many of our customer service requests can be handled remotely without the costs associated with dispatching a technician
- **Multi Media Support Centre-** contact us how you want, when you want. Whether you prefer to communicate via phone, email, fax or the web we are here to help you
- **Annual System Health Check-** we will check for upgrades and software enhancements annually
- **Annual Technology Review-** a certified IP Sales Professional will review the needs of your business with you at least once a year
- **Power Management Solutions-** back up and power protection plans to improve the availability and performance of your network
- **Fixed, Nominal Costs-** protect against unforeseen and costly repairs
- **Certified Engineers-** our team includes certified Mitel, CISCO and Microsoft Engineers
- **Proactive System Monitoring** to help detect problems and correct them before they occur for our Platinum clients
- Services are available across Canada and the United States
- Yearly or multi-year maintenance plans

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