i2i technologies

Maintenance/Service Plan

Partner Assurance Maintenance Services

i2i Technologies' solutions provide features like universal content distribution and video collaboration, enabling your organization to communicate and respond, worldwide, in a fast, secure and reliable method. However, in order to fully realize and protect your investment, you will want to ensure that your products and solutions are performing optimally at all times.

Partner Assurance Maintenance Services (PAMS) can only be achieved by having dedicated support staff that meets the highest level technical certifications. PAMS from i2i Technologies provides a comprehensive suite of bundled services that help you protect your investment, maximize its value, and ensure optimal performance throughout the life of the products. This enables you to focus on your organization while securing peace of mind that your solutions will consistently deliver a high-quality communication experience.

Value Justification of a Maintenance Contract

Maintaining a service plan on your equipment is a wise investment for the following reasons:

- Without a service plan, you may have no access to software upgrades or updates. This can become a huge problem because the bug fixes and feature enhancements released in the software upgrades and updates are critical to maintain the compatibility of your system with other systems. The software upgrade fees are generally more than twice the cost of annual maintenance.

- System downtime results in staff frustration and limits the adoption of the technology into the organizational environment. It just doesn't make sense to jeopardize your investment by creating an environment of user dissatisfaction with system performance resulting from a lack of service plans.

- Out of pocket expenses can quickly add up to more than the costs of a service plan. By reviewing a breakdown of the out of pocket expenses related to your deployed systems, it is easy to see how just one failure of a key component can quickly cost more than the entire maintenance plan for that system and other systems as well.

- Service plans provide a consistent, budgeted amount of funds needed to fully maintain the operation and longevity of the systems.

i2i Technologies is a company that provides a full circle of support services: Consultation, Design, Installation & Configuration, Implementation & Training, and Maintenance. We value our relationships and feel that we are an important Partner in helping further extend the reach to helpful resources both inside and outside of your organization.

In considering a maintenance/service plan, we realize that each organization must decide which option is the best value for them, so we provide customized maintenance plan options from the most basic to those that are more advanced. We will work with you to identify the option that best fits the needs of your organization.

Benefits

⚙ **Full Coverage**
Each PAMS Plan protects your products, hardware and software alike, during the agreement period. With an agreement in place you can rest assured that the i2i Technologies Technical Staff will quickly identify, diagnose and resolve any incident you may experience with your products. PAMS Plans can be purchased in yearly increments, from 1 to 5 years.

⚙ **Dedicated Support by i2i Technologies Services Professionals**
Your maintenance agreement provides you direct access to the i2i Technologies Professionals that have been trained and certified on multiple product lines. Your i2i Technologies Services Professional will deliver proactive and personalized results until your incident has been resolved. With this expert at your disposal, your IT department can leave the troubleshooting of your solution to us, allowing them to focus on their organizational objectives.

⚙ **Keep Applications Current**
All customers engaged in a PAMS Plan will have complete access to the latest product updates and enhancements*, ensuring your products are always up to date and performing optimally. Because we know how busy work can be, your i2i Technologies Services Professional can assist you with obtaining software updates as well.

*Product updates and enhancements may require additional fees by the Manufacturer

⚙ **Rapid Product Replacements**
We know that sometimes a problem isn't due to the software but rather with the hardware. And because we understand how quickly downtime can impact an organization, we will immediately expedite shipment of a product replacement to our PAMS Plan customers should an incident require it.

⚙ **Protection Against Downtime**
The services provided by your PAMS Plan can help protect you against downtime by providing you access to a dedicated i2i Technologies Services Professional who will work with you to troubleshoot/manage all aspects of your solution. From ensuring your applications are always current to confirming that your products are performing optimally, these combined services can provide quicker time to resolution and have less impact on your environment.

⚙ **Realize Cost Savings**
Each PAMS Plan provides a comprehensive suite of maintenance offerings for your products. By eliminating the potential expense of service calls or warranty replacement of products, your organization can realize cost savings from day 1 of your PAMS Plan purchase.

⚙ **Secure Peace of Mind**
As an Expert Partner, we feel confident you will always have a professional and pleasant experience with your products. However, if you happen to have a question or need support with your products, we want you to know that we're only an e-mail or phone call away.

For more information please contact i2i Technologies:

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