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KBZ

# Service Offering Overview

**Z Care**<sup>™</sup>  
Support Services

# The Value of ZCare Services

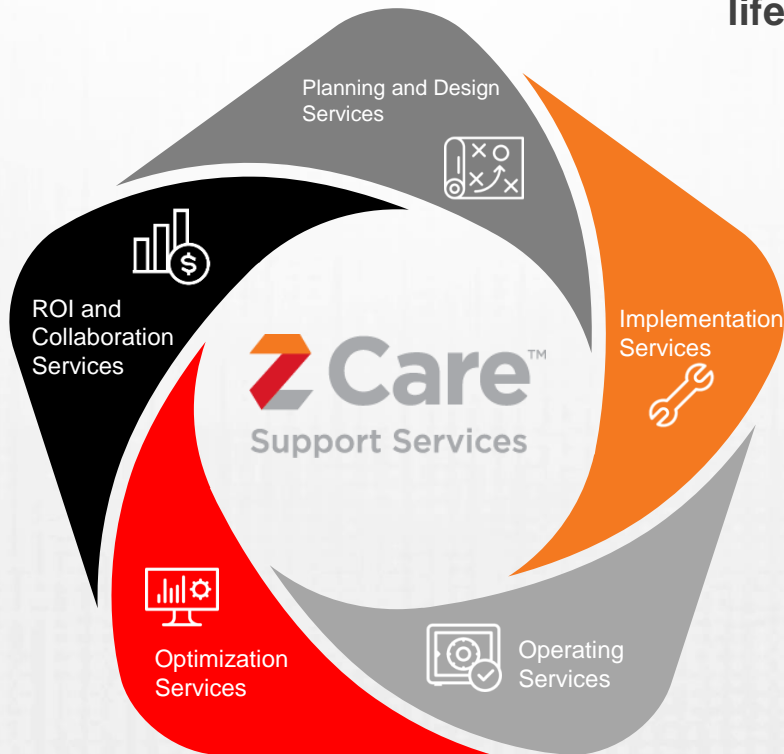


- To continue building our own brand of being a unique value added distributor to our partners
- To fill the gaps in the marketplace for service delivery
- To make our partners more competitive
- Increase margin and revenue for our partners

# ZCare Services for Partners

**ZCare provides complete service support for the full lifecycle of deployment and**

- Delivers free and fixed cost services to meet your customer's goals and give you a competitive edge
- Makes your organization easier to do business with, using a methodology and packaged offerings you can sell easily
- Fills gaps in your service offerings, extending your team as needed without any additional investment
- Drive larger deals by providing additional value add to your customers



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# Access to Engineers

- Get access to a team of Engineers who can either be virtual members of your bench or transfer knowledge to your organization
- Our Engineers can increase your win rate, uncover expansion opportunities and give your team a bigger footprint
- About Our Engineers: <http://www.scansourcekbz.com/en/fastpath/certifications>

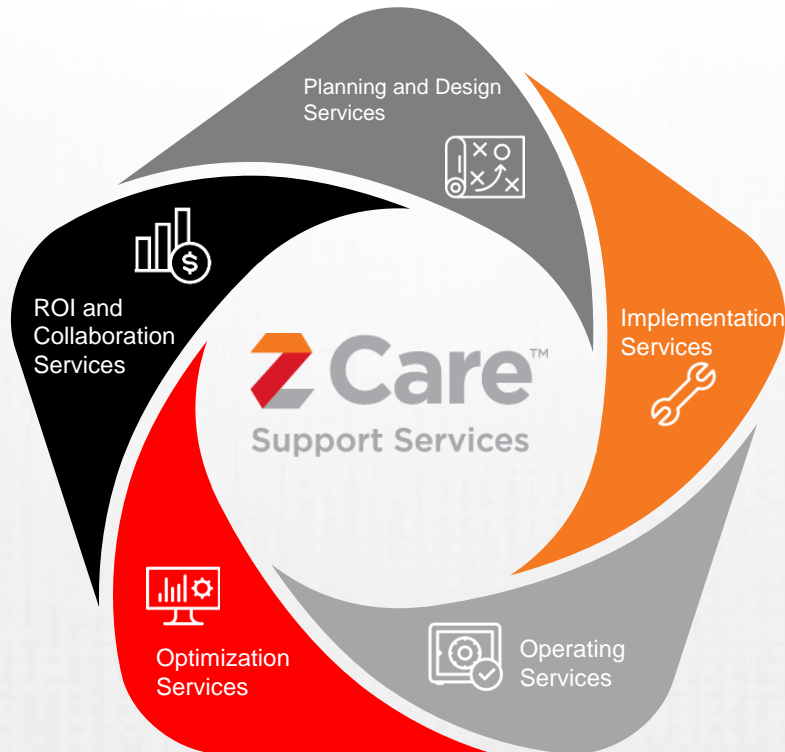
# Planning and Design Services



– Reduce risk of surprise costs or delays by kicking off any new implementation, expansion or optimization project with this critical set of services:

- **Customer Network Review** – review and bullet-test plans for implementation, preliminary solution design, existing and new hardware viability–develop call flow and identify network topology, gaps, review bill of materials, call plan and other future requirements for Collaboration
- **Mass Endpoint Architecture Design** – review preliminary design to ensure accounting of all end-point types and locations, call flows and gaps in plan for Collaboration

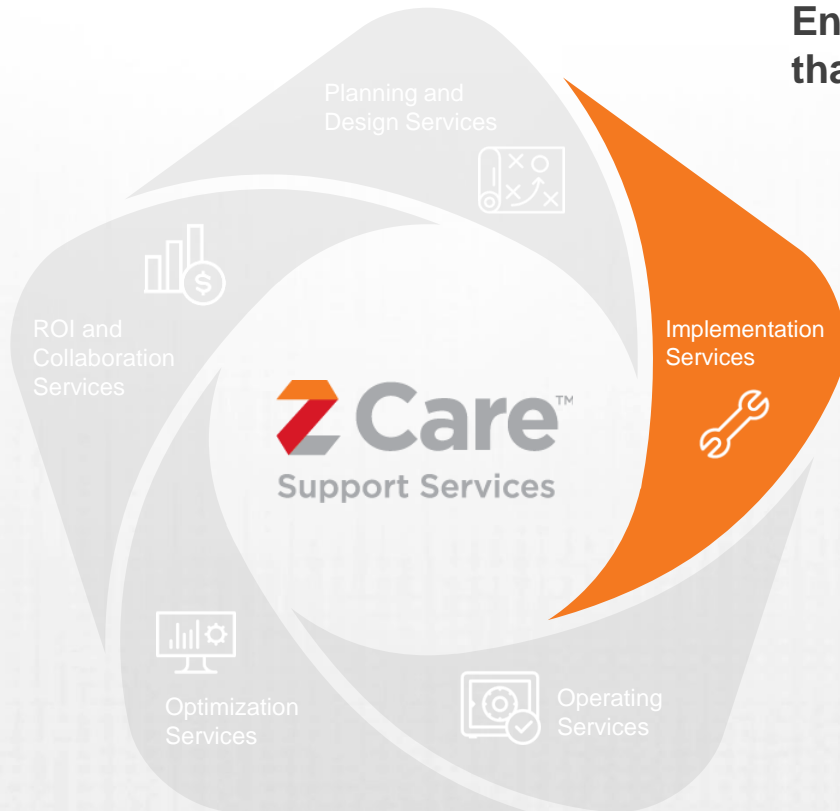
# ZCare Value Proposition



**ZCare Technical Support isn't just more profitable and cost efficient- it provides more value to your end user.**

- 24 X 7 X NBD
- One Master Engineer Call Flow
- Domestic TAC
- Software access AND implementation
- Contract support delivered reporting
- Contract Management
- Public Test Lab

# Implementation Services



Ensure system readiness with expert services that include:

**Installation** – streamline implementation to accelerate system availability, with on-site whiteboard sessions to validate network plan, installation, configuration and tuning, administrative training, customer testing and acceptance

**Software Management** – proactively maintain current keys/software without manual effort

**Dial Plans** – a turnkey service that begins with an audit of requirements, then a proposed deployment plan, including recommended model, routing elements, patterns and logic for both voice and video

# Operating Services



**Ongoing care for maximum system uptime, usability, and contract management**

**Cisco Branded Services** – including Essential Operate and SmartNet

**ZCare Technical Support** – protect your investment with a support program that delivers 24x7 assistance, from basic to emergency care, software maintenance, trouble-shooting and testing for all Cisco Collaboration Products





# Cisco Branded Resale

- Cisco Branded Services are eligible for rebates through the Cisco CSPP program
- Essential Operate Services (ECDN)- Cisco delivered maintenance on TelePresence
- SmartNet Services (SNT)- Cisco delivered maintenance on most other products in the Cisco portfolio (Cisco Core)
  - Your competitors in the Cisco Core space are asking the question “*What TelePresence do you have that we can support?*” We need to be asking “*What Cisco Core products do you have that we can support?*”
  - Gain stronger relationships with the Cisco AM team by increasing the booking size and selling the total service maintenance solution with SNT and ZCare/ECDN.



# KBZ ZCare Operating Support Services

	Cisco Services: Essential Operate (ECDN)	ZCare Technical Support
Help Desk	8x5	24x7
NBD Parts		
Major, Minor and Maintenance Software Releases	✓	✓
Software Updates Implementation	✓	✓
Primary contact for all tickets		✓
Access to KBZ lab for testing or troubleshooting		✓
Contract management		✓
Video Enterprise Network Cloud registration		✓
Proactive notifications of system issues and updates		
Call management		
Live video call support		
Proactive Room sweeps		
Change management		

# Cisco Letter of Authorization

**Best practice is to use the Cisco LOA doc and TMS Exports**



- This will allow you to sell the total service support solution to your end user on all Cisco products
  - A Cisco LOA will grant access to all contract info associated to the end user in the Cisco database. This will allow you to offer support contracts on their entire install base
- Increase your incremental booking
- Gain stronger relationships with the Cisco Acct Team
- Minimize data challenges with the contracts

# Optimization Services

Increase return on system investments with optimization services including:



## VCS (Video Communication Server)

**Optimization** – expert tuning of operating environment performance, call flows and volumes, search and transform rules, and assess need for VCS Clustering

**Managed Upgrade** – assessment of all software currently in the environment to identify and deploy and upgrades, plan for version compatibility between products, non-production testing, and post implementation testing.

**VCS Clustering** – increase service reliability with this service that implements load sharing across different peers

**Converged Collaboration Platform** – merging the voice, video, and instant messaging/presence platforms into a single seamless collaborative platform via the BE6K/BE7K



# ROI and Collaboration Services

Ongoing success of every system relies on user adoption and satisfaction, made possible with services including



**Usage and Adoption** – drive the highest return on your investments by letting the KBZ team increase usage and satisfaction- COMING SOON

**BYOD Consultation** – bring on a team who understands the implications of a Bring Your Own Device strategy, and let us help enable the business to effectively use their systems from any device

**Health Check** – assist your customer in receiving their desired ROI by ensuring your Collaboration environment and network are set up with the industry best practices to drive a seamless ease of use. This will also identify and technical issues or gaps in the current deployment



# Additional Services



**Training** – customers can get the most from their systems with basic training that comes with every implementation as well as add-on robust courses for end users and Advanced System Administrator Training

**“As You Need Us” Onsite Engineering** – customers can get on-site assistance from an expert engineer during implementations, complex upgrades or any other point during the project lifecycle

**Project Management** – Project Managers are assigned to coordinate efforts of project resources end-to-end



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