



Support Services





## Services Built for Success

Specializing in the latest Cisco TelePresence, Unified Communications and Collaboration technologies, ScanSource KBZ delivers a unique approach to services, which guarantees partner success and customer satisfaction. From early-stage assessments, on-site engineering and project management to training, contract management support and technical support, ZCare offers end-to-end services across the full life cycle of deployment, whether a new or expansion project.

### **A nationwide team with 25 years of expertise, extending your team when you need it**

- Pre-sales engineering, account support and a dedicated contract management team help you build a comprehensive solution.
- Dedicated project management and installation teams deliver expert solution designs, including network and endpoint assessments.
- On-site engineers support your implementation, from setting up hardware and software to training users and transferring knowledge.
- Post-sales support provides 24/7 assistance and proactive administration tools, including remote diagnostics and an online knowledge base.
- Cloud-managed video and proactive notification maintenance services make adopting video easy without the large, up-front investment.

## Measurable Value, Rapid ROI

- Free and fixed-cost services across the entire deployment life cycle, whether a new or expansion project
- Provides a rapid way to meet demands and be competitive
- A nationwide team with 25 years of expertise, extending your team as needed

## A Team of Experts on Hand

The ScanSource KBZ approach offers the widest range of services, from initial system scoping and implementation to training, ongoing maintenance and optimizations. We ensure that your project, whatever size or stage, is managed by a team of experts including:

- Service Contract Specialists who works with your partner to put together the most competitive solution based on your goals and timelines.
- Sales Engineers who lead early technical discussions, develop draft integration architectures and complete the initial bill of materials
- An Installation Team that delivers expert solution design, checking for potential gaps in your existing network, bill of materials or implementation plan.
- On-site Engineers who support your implementation, setting up hardware and software, training system admins and users, and developing dial plans
- Technical Support Technicians who provide post-sales support to keep your system up and your users happy with 24/7 assistance and proactive administration tools, including remote diagnostics and an online knowledge base

ScanSource KBZ also has special services for Federal organizations requiring GSA support, a pool of demo equipment that can be used for proof-of-concepts or trials, and a future-proofing methodology that makes expansion and interoperability possible.

## Grow Your Business with ScanSource KBZ

As a ScanSource KBZ Partner, you can compete and win in new areas of business without making major investments in resources, training and certifications. No one knows Cisco like ScanSource KBZ, and we act as an extension of your team, delivering engineering, sales, and support resources with deep knowledge of Cisco TelePresence, Video, Collaboration and Unified Communications solutions. We have expertise across many verticals including: manufacturing, finance, public sector, education and healthcare.

ScanSource KBZ also has a complete Government division with dedicated sales, engineering and service resources. ScanSource KBZ works closely with Cisco to supply product and services to several federal, state and local governments, as well as many government sub-contractors. Most ScanSource KBZ services can be found on a GSA contract held by EC America (a division of immixGroup).



## Summary of Services

<p><b>PLANNING AND DESIGN SERVICES</b> Guarantee project success with a thorough kickoff, including a review of the solution design, implementation steps, and existing and new hardware viability.</p>	<p>Customer Network Review Network Architecture Design Mass Endpoint Architecture Design</p>
<p><b>IMPLEMENTATION SERVICES</b> Ensure an on-time, on-budget deployment with expert on-site services that enable your administrators and users and achieve your program goals.</p>	<p>Installation Software Management Dial Plans Training</p>
<p><b>OPERATING SERVICES</b> Ensure maximum system uptime and usability with services that make ongoing management of your system cost-effective.</p>	<p>Cisco Branded Services ZCare Technical and Contract Support ZCare Managed Service Program Proactive Notification Maintenance Program</p>
<p><b>OPTIMIZATION SERVICES</b> Increase the return on your system investments by continuously adding enhanced functionality that also drives new efficiencies for your business.</p>	<p>VCS (Video Communication Server) Optimization TMS Optimization VCS Clustering</p>
<p><b>ROI AND COLLABORATION SERVICES</b> Ensure ongoing success of every system through greater user adoption and satisfaction with expanded features, applications and functionality.</p>	<p>Usage and Adoption BYOD Consultation BYOD Consultation New Service Introduction</p>

## Expertise

### Award-Winning Distributor

With over a decade of TelePresence sales, service and installation, no one knows the complete Cisco TelePresence solution like ScanSource KBZ – Cisco's largest TelePresence distributor, Cisco Americas Collaboration Distributor of the Year 2014 and Cisco Video Distributor of the Year 2011.

## Cisco Authorized Distributor

ScanSource KBZ is a best-in-class Cisco exclusive distributor with over 25 years of excellence in the industry, specializing in video and collaboration technologies.

- Extensive Partner support from pre-sales through maintenance
- Comprehensive in-stock inventory, ready to ship
- Multi-million-dollar pool of demo equipment
- Competitive pricing and loyalty program, including free shipping
- Exceptional response times and technical knowledge

## Video Test Numbers

### SIP Test Units

	Endpoint	H.323 IP address
Zcare@uctest.scansource.com	C40	50.227.10.240
ZCare.6000@uctest.scansource.com	6000MXP	50.227.10.241
ZCare.C90@uctest.scansource.com	C90	50.227.10.242
ZCare.C20@uctest.scansource.com	C20	50.227.10.243

**KBZ Directory:** 50.227.10.225 or  
611@uctest.scansource.com

**ISDN Test Unit:** 215.489.9160

## Contact Us

**Sales:** 855.522.2066

**Tech Support:** 888.492.2734

**Tech Support Email:** [zcare@scansource.com](mailto:zcare@scansource.com)

6 Logue Court, Greenville, SC 29615

**Phone:** 855.522.2066 | [www.ScanSourceKBZ.com](http://www.ScanSourceKBZ.com)

## About ScanSource KBZ

Resellers choose ScanSource KBZ to be their trusted provider of Cisco solutions because of our Cisco Sales teams' unparalleled dedication. Each team is aligned with a Cisco territory and a dedicated contact in that territory who knows your day-to-day business, to ensure that you always get the precise level of support needed — exactly when you need it. Backed by an entire support team dedicated to Cisco and focused on optimizing your business, we work to make your job easier while keeping you up to date on the latest innovations in Cisco solutions. With ScanSource KBZ, you get a relationship you can count on.

