



For More Information

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Aspect Premier Support for Microsoft Lync

Comprehensive expert support for your Microsoft Lync voice application

Program Overview

Aspect Premier Microsoft Lync Support offered by Aspect, a Microsoft Lync Certified Support Partner, and backed by Microsoft Premier Support Escalation Engineers, helps you maintain peak performance of your enterprise Lync solution and deliver a consistently optimal user experience. Our integrated services model:

- Delivers 24x7x365 or 8x6 M-F incident support for your critical Lync voice application with no restrictions concerning the number of cases opened annually
- Offers an Aspect team of extensively trained and tested Lync experts certified by Microsoft
- Responds to issues within targeted time frames, including in-process status updates and escalations
- Identifies problems and provides guidance for 3rd party technologies associated with Lync including Media Gateways and devices utilizing existing customer support contracts
- Annual health checks provided by Aspect

Microsoft Lync Support Details

- Support of Lync environments of all sizes
- Support coverage and ticket creation via phone or web providing customer access to cases
- Provides problem management, reporting and disposition of cases

- Support for current and last two major Microsoft Unified Communications versions
- Problem management with automatic escalation based on severity level

Why Aspect

Aspect Premier Microsoft Lync Support protects and maximizes the value of your Lync investment. Offering unparalleled experience and insight strengthened by a strategic global alliance with Microsoft, Aspect is committed to the success of your Lync application:

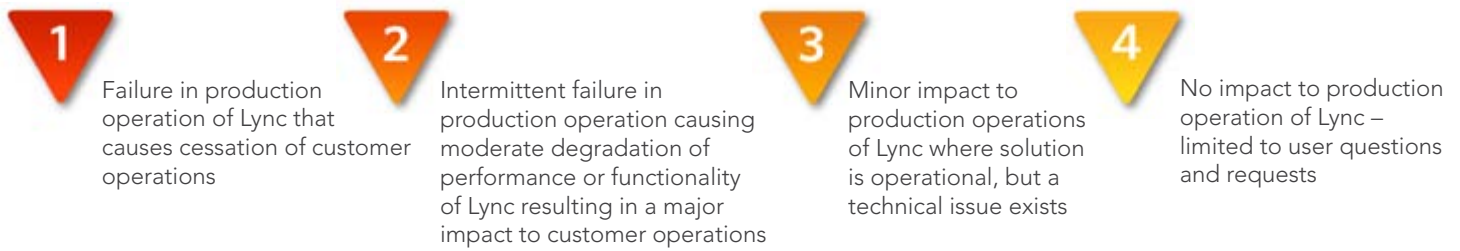
- Over 40 years as a provider of technical support for complex voice solutions
- Everyday insights and first-hand knowledge as an early adopter of Lync 2013, 2010 and Office Communications Server 2007, within our contact center and across a global workforce of 1,900 users
- Single point of contact for technical assistance and troubleshooting for all Lync and Aspect Contact Center issues
- Microsoft Certified Gold Communications competency
- Large and reference customer base of successful Microsoft Lync 2013, 2010 and Office Communications Server voice solutions deployed

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Response & Escalation Timelines

24 hours a day, 365 days a year coverage

8 am to 6 pm, Monday through Friday coverage



Severity Level	Aspect First Level Support	Aspect Second Level Support	Microsoft 3 rd and 4 th Level Support	Case Updates to Customer
1	within 60 minutes	within 4 hours	continuous	Continual phone support until production restored
2	within 2 hours	within 7 days	within 20 days	Weekly until workaround or resolution provided
3	within 4 hours	within 20 days	next release	Bi-weekly until issue identified and ETA on resolution available
4	within 8 hours	within 30 days	no action	Bi-weekly until answer provided

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About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit www.aspect.com.

