

Unify OpenScape Solution Maintenance

Comprehensive Support Services for your Unified Communication & Collaboration Solution



Trusted partner for your Digital Journey

Atos

Atos Unify OpenScape Solution Maintenance covers full remote support with spare parts replacement and onsite support options. A wide range of selectable service level objectives assures the fulfilment of your needs.

OpenScape Solution Maintenance comprises

- Access to the Atos Service Portal
- Call desk
- 1st level support
- 2nd level support
- 3rd level support (global vendor support)
- Spare parts delivery service
- Onsite repair service

OpenScape Solution Maintenance is tailored for

Large Enterprise Customers of all segments and verticals who undertake a journey to a Digital Workplace with Unified Communication & Collaboration solutions from Atos. OpenScape Solution Maintenance is Atos' entry-level Support Services offering. Atos Unify Operate Services can be added where you need additional operational support to manage the solution and Atos Unify OpenScape Software Assurance provides license entitlement for new software releases.

Service description



Service portal

The service portal of Atos enables you to request and track services e. g. via incident service tickets. Lists of open and closed incident tickets are available; incident tickets can be modified. In addition, access to self-help knowledge (knowledge management) and service applications as well as operating instructions (e. g. product manuals) is provided by the service portal. The Atos service portal is available 24x7.



Call desk

The call desk functions as a Single Point of Contact (SPOC) for all contractually agreed services (standard service requests and incidents) and is available 24x7. The call desk validates your entitlement for incident reports and standard service requests. Incident reports are prioritized and forwarded to the responsible service organization.



1st level support

The 1st level support is responsible for the remote resolution of an incident and/or service request related to the contracted or non-contracted (billable) products and services. If a remote resolution is not possible, the incident or service request is either forwarded to the dedicated service support group or to a field service delivery unit (if contractually agreed).



2nd level support

2nd level support is responsible for the provision of incident / problem resolution which are related to the contracted or non-contracted (billable) products and services. Where the resolution is not possible, the problem is forwarded to the appropriate 3rd level support (global vendor support).



3rd level support (global vendor support)

3rd level support is responsible for problem ticket investigation and the development of a solution related to the products and services.



Spare parts delivery service (optional attach)

Spare parts delivery service provides replacement parts of defective materials or telephones with contracted delivery times to your locations.



Onsite repair service (optional attach)

Onsite repair service is responsible for the onsite resolution of an incident which is related to the contracted products and services (e. g. in combination with spare parts delivery service).

Based on a running OpenScape Solution Maintenance contract the following services can be added:

Remote MAC Voice

Remote MAC Voice are standard service requests (SSR) with remote fulfillment which are related to the contracted products and services. Pre-defined remote MACs are integrated in the Atos Unify Remote MAC catalogue. The catalogue contains minor changes (Move, Add, Change, Delete) of the equipment e. g. add, change or delete of usernames, users or pickup groups.

Restoration Service

The Restoration Service is an enhanced Service Level Objective which comprises the restoration of the functionality existing before the incident occurred or the provision of a workaround after notification of an incident at the call desk or the service portal within agreed restoration time.

Restoration time is the elapsed time between the receipt of an incident ticket and the time until service is restored remotely or onsite by either implementing a workaround or a permanent resolution, excluding times beyond of Atos/Unify control e. g. waiting times. Additional Operate Services may need to be included for the Restoration Service Level Objective.

Product coverage

Includes the following

Category	Atos Unify Product	
Voice Platforms	<ul style="list-style-type: none"> Atos Unify OpenScape 4000 	<ul style="list-style-type: none"> Atos Unify OpenScape Voice
All-in-One Solutions	<ul style="list-style-type: none"> Atos Unify OpenScape Business 	<ul style="list-style-type: none"> Atos Unify OpenScape Enterprise Express
Management Applications	<ul style="list-style-type: none"> Atos Unify OpenScape Common Management Platform 	<ul style="list-style-type: none"> Atos Unify OpenScape Fault Management Atos Unify OpenScape Accounting
Ecosystem	<ul style="list-style-type: none"> Atos Unify OpenScape Branch Atos Unify OpenScape SBC Atos Unify OpenScape Call Director 	<ul style="list-style-type: none"> Atos Unify OpenScape Concierge AP 3300/3700 IP Atos Unify OpenScape Cordless E HG 35xx
Collaboration	<ul style="list-style-type: none"> Atos Unify OpenScape UC Application Atos Unify OpenScape Web Collaboration 	<ul style="list-style-type: none"> Atos Unify OpenScape Xpressions Atos Unify OpenScape Mobile
Contact Center	<ul style="list-style-type: none"> Atos Unify OpenScape Contact Center 	<ul style="list-style-type: none"> Atos Unify OpenScape Contact Center Enterprise Atos Unify OpenScape Contact Center Extensions
Devices	<ul style="list-style-type: none"> Atos Unify OpenScape Dect Phone 	<ul style="list-style-type: none"> Atos Unify OpenStage Phones
Vertical Solution	<ul style="list-style-type: none"> Atos Unify OpenScape Health Station HiMed 	<ul style="list-style-type: none"> Atos Unify OpenScape Alarm Response Atos Unify OpenScape Xpert

All products must at least run on a supported software version during the whole OpenScape Solution Maintenance contract term to maintain the entitlement for service support.

Service level agreements

OpenScape Solution Maintenance provides a comprehensive selection of customer service level agreements to fulfill customer needs. Service level agreements are selectable per product and per customer site.

Customer SLA		Remote only (Response time (P1))			Remote & Spare Parts Delivery			Onsite (Response time (P1) inc Parts)		
		2h	1h	0.5h	NBD	8h	4h	NBD	8h	4h
Required Service element SLA's										
Service hours (selectable for P1 only)		8x5/10x5	8x5/10x5	8x5/10x5	8x5/10x5	8x5/10x5	8x5/10x5	8x5/10x5	8x5/10x5	8x5/10x5
		12x6	12x6	12x6		12x6	12x6		12x6	12x6
		24x7	24x7	24x7		24x7	24x7		24x7	24x7
1st Level Support - Remote Response Time	P1	2h	1h	0.5h	2h	1h	0.5h	2h	1h	0.5h
	P2 (8*5 only)	4h	4h	4h	4h	4h	4h	4h	4h	4h
	P3 (8*5 only)	8h	8h	8h	8h	8h	8h	8h	8h	8h
Spare Parts Replacement - Spare Parts Delivery Time					NBD	8h	4h	NBD	8h	4h
Onsite Repair - Reponse time								NBD	8h	4h

Note 1: On site and spare parts times may vary in individual markets

About Atos

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 12 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos|Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Find out more about us

atos.net

atos.net/career

Let's start a discussion together



For more information: [unify.com](https://www.unify.com)

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