

DATA SHEET Sonexis Customer Care



Sonexis ConferenceManager™, our leading in-house audio, Web, and HD video conferencing solution, is setting new standards for cost-savings, ease-of-use, and control.

Sonexis Customer Care is also setting new standards by delivering comprehensive support programs with unmatched levels of responsiveness, expertise, and personal involvement. When you make your investment in Sonexis ConferenceManager, our entire organization is committed to ensuring your success and maximizing your return.

SUPPORT SERVICES AGREEMENT:

Sonexis ConferenceManager comes with a standard one-year warranty that ensures you will get the product you purchased. If anything, hardware or software, fails to perform as documented, you are covered. Sonexis will repair—or replace—your ConferenceManager at no cost to you.

For a fraction of the cost of typical maintenance plans, Sonexis offers a Support Services program that enhances your investment in Sonexis ConferenceManager. Available for 12-, 24-, or 36-month periods, Sonexis Support Services Agreement provides:

- Continuation of our hardware warranty coverage for the term of the Support Services Agreement
- Advance hardware replacement
- Our exclusive software subscription service that provides you with no-cost access to our latest software releases

- Access to our Customer Care hotline where you can reach trained support technicians by name, ensuring a consistent experience and the fastest resolution to your issues.
- Access to our online Customer Care Center with the latest documentation, support requests, and software downloads
- Remote training classes for end users and administrators after major software upgrades

Discover comprehensive
customer support

Sonexis Customer Care is ready to impress.

We are committed to your success with a recognized Customer Care team that strives to ensure that your experience with our products is second to none.

BEHIND THE SCENES:

TRAINING

Sonexis knows how important early success can be to the overall value of a project. So, we offer on-site and remote training to ensure quick, positive results for your end-users and administrators.

- **Host Training:** Sonexis Customer Care professionals lead up to three host trainings within thirty days of ConferenceManager's installation to get your end users productive quickly. To conduct the trainings, we use your Sonexis ConferenceManager to give your users a thorough introduction to the system's capabilities as you have configured it.
- **Administrator Training:** Sonexis Customer Care professionals perform up to two administrator trainings within thirty days of ConferenceManager's installation to ensure your staff's ability to run the system efficiently. The administrator training is conducted on your Sonexis ConferenceManager to aid your identification and resolution of issues early in the process.
- **Materials:** Sonexis provides documentation for reuse within your company. After an initial "train the trainer" session, you will have all the tools necessary to handle further training within your organization.

DISASTER RECOVERY SERVICES

To add appeal to the already compelling Sonexis story, we offer a unique disaster recovery solution for ConferenceManager owners. With a predetermined frequency, we will mirror our

customers' data on a bridge in our co-location facility. In the event you experience a network outage or major disaster, you can seamlessly redirect your traffic to our facility and maintain your full conferencing capability without disruption. Imagine the peace you'll enjoy knowing that your critical communications infrastructure will always be available.

TECHNICAL SUPPORT

Sonexis understands the urgency with which your conferencing system issues need to be addressed. Unlike so many technology companies today, we take ownership of your issues and do not stop until they are resolved. At Sonexis we provide two avenues to expedite your access to necessary support:

- **Customer Care Hotline:** Sonexis Customer Care professionals are available to take your call live from 8:00 AM to 8:00 PM EST. Our Customer Care professionals remain available 24 hours a day, seven days a week for emergency issues. And, unlike other technical support teams you can ask for one of our Customer Care professionals by name, eliminating lost time rehashing history and expediting your resolution.
- **Online Customer Care Center:** Sonexis Customer Care Center provides a wealth of information to give you another path to quick answers. Product manuals, documentation, training, and software updates are easily found on our password-protected Customer Care Center.