

LANtelligence Support Detail Chart



Advanced Hardware Replacement (phone coverage optional)



Software Updates/Upgrades (Includes after hours support)



Unlimited Phone, Email & Web Chat Support
(5AM-6PM PST M-F)



Dedicated Sales Engineer (As part of your dedicated support team at LANtelligence, which also includes a direct management sponsor for any escalation or questions, last a dedicated inside customer service representative)



Emergency After-Hours Support
(7X24X365)



Quarterly Live Administration Training
(We provide quarterly classroom administration training)



Scheduled Web Administration Training
(We provide training webinars for your continued education free of charge based on when you are available)



Access to LANtelligence Knowledgebase
(Training videos, tech articles & whitepapers)



Unlimited Remote Moves, Adds, and Changes



Telephone Carrier Services Issues
(Support of carrier related issues, direct engagement with the carrier and Escalation until Resolution)



Support on any Network issues that are effecting the ShoreTel solution performance (Including the deployment of probes by LANtelligence to help isolate and resolve a network issue)



10% Labor Discount on Billable Professional Services

