

GlobalXperts

Partner in your success

DO WHAT YOU DO BEST
OUTSOURCE THE REST.....

Help is on the way.....

Are you concerned with network availability, traffic levels and performance?

GlobalXperts is a remote monitoring and managed services provider that understands the customer's need for network quality of service and that's why our proactive monitoring service gives stakeholders peace of mind. Our support services are specifically structured for organizations that rely heavily on their network infrastructure to execute key business processes.

If maximum uptime is your requirement, we can help because providing customers with fast, reliable network support is a key metric at GlobalXperts.

In need of customized support services?

GlobalXperts knows that each customer has network requirements that are driven by its unique business model and market initiatives. That's why we tailor our support services for your specific network and infrastructure requirements.

Our customers experience less downtime and enjoy a quick "time-to-resolution" for outages with our customized support.

Do you require an accurate picture on how SLA's are met by your service provider?

GlobalXperts follows industry-approved ITIL practices when providing support services. Our tested, accurate, and consistently reliable service procedures provide you with the necessary reports and statistics that will keep your IT staff informed on how service levels are maintained throughout your network. This due diligence on performance metrics keeps us and the customer on the same page so that the right technological decisions can be made for the customer's network infrastructure.

GlobalXperts IP Telephony Management Services

GlobalXperts IPT management services are specifically designed to help organizations, that are using or those who are planning to deploy a Cisco "IP Telephony Solution", through constant monitoring and reliable managed service solutions.

Our support services facilitate the client's purpose of realizing the full potential of the features and functionality found in converged communications in executing their business goals. GlobalXperts, shapes and focuses their resources to support you, in managing the rapidly-evolving technology used in IP-enabled voice communications.

Support for each IP telephony element. GlobalXperts IPT technical support and management services provide support for a wide range of network, enterprise, and IPT systems & components. While we support Avaya and Nortel (and several others), we have especially strong technical expertise in Cisco internetworking solutions. This includes support for elements such as Call Manager, Unity voicemail, Unified Messaging (Cisco Specialized Partner in Unified Communications) as well as monitoring and managed service of network switches, routers, firewalls and gateways.

Managing components of Cisco's call center applications. We have the necessary capabilities to measure, monitor and manage Cisco's call center application components as well as management of ICD and IVR components that make up the IPCC and IPCC express platforms. Our systems are configured to gather information on processor and memory utilization for performance evaluation.

Responding to faults. GlobalXperts Day 2 support services include a set of standard response procedures that are set in motion during major and critical network alerts for identifying/isolating faults, opening trouble tickets, resolve problems, escalation process etc. The SLA with the customer will impact and guide certain aspects of these procedures. Our service programs can be applied at a single level (For instance-Level 1 Help Desk support) or for a combination of service levels that may include Level 1 and Level 2 or Level 3 Advanced engineering support, according to your work demands.

Reporting on events and performance. Our support services are inclusive of regular reporting on events and performance levels for the different components monitored by GlobalXperts. These reports can be sent on a daily, weekly or monthly basis depending on your requirements.

Web Portal. GlobalXperts provides its client's with a secure web portal to facilitate viewing of any events, report or trouble ticket related to their network when required.

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