



At Gsolutionz, we understand that effective communication is critical to your success.

We also understand that effective communication comes about only when the right technology for your specific needs is selected, deployed correctly and, most importantly, fully utilized by your organization. The services identified below are designed to assure that you realize the tangible benefits that effective communication brings, today and for years to come.



Gsolutionz, Inc.
877-ESP-7887
www.gsolutionz.com/esp



Enhanced Solutionz Program (ESP)



Solutionz Beyond Your Expectationz®

Organizational Results.

- ▶ **Administrator Training.** We will work closely with the person within your organization most familiar with your communication needs.
- ▶ **User Training.** The many improvements in efficiency, productivity, and customer service levels available through communications technology depend on the skill and knowledge of front-line technology users.
- ▶ **Semi-Annual Results Review.** Twice per year, we will meet to discuss whether you are achieving the results we initially identified when you deployed this advanced communications technology.
- ▶ **Organization Update.** In order to assure that your changing business needs are accompanied by an appropriate communications strategy, we will pro-actively meet with you, on at least an annual basis, to discuss your current challenges and opportunities.
- ▶ **Remote (Minor) Programming Changes.** Increasingly, organizational changes require some reprogramming of your telecommunications technology.
- ▶ **Platform (Major) Changes.** With ESP your organization can integrate emerging technology without diverting capital from profit generating activities.
- ▶ **On-Going Analysis of Emerging Technologies.** We will keep you informed of any technology developments that could serve your organization well as it becomes available and/or as your organization changes so as to make deployment of that technology beneficial to you.

- ▶ **Connectivity Audit and Review.** With this service you can better understand how you are currently using your telecommunications system and how you can avoid overpayment as your usage changes.
- ▶ **One Point of Contact - Third Party Management.** As part of our support, just contact us for any issue that affects your ability to communicate effectively.

Technology Support.

- ▶ **Unlimited Help Desk Support.** During normal business hours, our help desk gives you unlimited access to one of our experts to enable us to assist you with any support issue or request.
- ▶ **Warranty.** We will warrant the deployed technology against any defects and repair or replace any defective components.
- ▶ **Annual System Tune-Up.** Once annually, we will conduct an inspection of your system remotely or on-site (depending on the technology that is deployed), to assure that all aspects of your technology are in good order and make any necessary adjustments.
- ▶ **Moves and Changes.** As you need phones moved or changes made to your system configuration, we will perform those tasks at no additional labor cost.
- ▶ **Maintenance, Remote and On-Site.** We will work with you to resolve any immediate issues that arise with your communications technology via telephone or e-mail.
- ▶ **Software Migration.** We will keep you in the optimal software solution to maximize the organizational benefits staying current can provide.



- ▶ **Priority Scheduling.** Should you require a move, add or change to your current configuration, as a ESP client we will prioritize your needs for scheduling these adds, moves, and changes. Your request will automatically be moved to the front of the queue.
- ▶ **7x24x365 Coverage.** ESP customers are supported every day of the year; excluding National Holiday's.
- ▶ **Maintain System(s) Back Up Disaster Relief.** We will maintain a back-up of critical system components and system information to get connectivity restored as quickly as possible in the event of an emergency, and to make sure that your critical information is saved and stored.
- ▶ **Immediate Shipment of Replacement Components.** To ensure that your technology is back up and running quickly, we will replace any faulty components as soon as possible, without first waiting for you to return the original component(s).