



# LifeSize Services

#### Assurance Maintenance Services (AMS)

#### **Benefits**

- Full Coverage
- Dedicated Support by LifeSize Services Professionals
- · Keep Applications Current
- Rapid Product Replacements
- Protection against Downtime
- · Realize Cost Savings
- · Secure Peace of Mind

#### **Features**

- Proactive Communication
- Extended Support
- Access to LifeSize Knowledge Base

Global Deployment Program (GDP)

**Installation Services** 

# LifeSize Assurance Maintenance Services

# Protect Your Investment and Secure Peace of Mind

LifeSize HD video conferencing solutions provide universal video collaboration, enabling your organization to communicate and respond, worldwide, in a fast, secure and reliable method. However, in order to fully realize and protect your LifeSize product investment, you will want to ensure that your LifeSize products and solutions are performing optimally at all times.

LifeSize Assurance Maintenance Services (AMS) provides a comprehensive suite of bundled services that help you protect your investment, maximize its value, and ensure optimal performance throughout the life of the product. This enables you to focus on your business while securing peace of mind that your LifeSize products will consistently deliver a high-quality communication experience.

# **Benefits**

#### **Full Coverage**

Each LifeSize AMS Plan protects your LifeSize product, hardware and software alike, during the agreement period. With an agreement in place you can rest assured that we will quickly identify, diagnose and resolve any incident you may experience with your product. AMS Plans can be purchased in yearly increments, from 1 to 5 years.

#### Dedicated Support by LifeSize Services Professionals

Your maintenance agreement provides you direct access to a LifeSize Services Professional who has been trained and certified on the LifeSize product line. Your LifeSize Services Professional will deliver proactive and personalized results until your incident has been resolved. With this expert

at your disposal, your IT department can leave the troubleshooting of your LifeSize solution to us, allowing them to focus on their business objectives.

#### **Keep Applications Current**

All customers engaged in an AMS Plan will have complete access to the latest product updates and enhancements, ensuring your LifeSize products are always up to date and performing optimally. Upon enrollment in our Software Update Notification Program, you will receive an e-mail notification with instructions on how to access and download your update. Because we know how busy life can be, updates are always available for download from our website.

#### **Rapid Product Replacements**

We know that sometimes a problem isn't due to the software but rather with the hardware. And because we understand how quickly downtime can impact an organization, we will immediately expedite shipment of a product replacement to our AMS Plan customers should an incident require it.

#### **Protection against Downtime**

The services provided by your AMS Plan can help protect you against downtime by providing you access to a dedicated support professional who will work with you to manage all aspects of your LifeSize solution. From ensuring your applications are always current to confirming that your products are performing optimally, these combined services can provide quicker time to resolution and have less impact on your environment.



#### **Realize Cost Savings**

Each AMS Plan provides a comprehensive suite of maintenance offerings for your product(s). By eliminating the potential expense of service calls or replacement of products, your organization can realize cost savings from day 1 of your AMS Plan purchase.

#### **Secure Peace of Mind**

At LifeSize we feel confident you will always have a professional and pleasant experience with your LifeSize products. However, if you happen to have a question or need support with your product, we want you to know that we're only one step away.

### **Features**

#### **Proactive Communications**

At LifeSize we want to ensure you make the most of your LifeSize solution. Upon enrollment in our Software Update Notification Program, we will advise you of the latest downloads that you should initiate.

#### **Extended Support**

Maintenance agreements are available for any LifeSize product you have purchased up to five years after the product end-of-sale. Extending your agreements will guarantee you get the support you need for your product should the need arise.

#### **Access to LifeSize Knowledge Base**

All customers with an AMS Plan will have access to the LifeSize Knowledge Base, a technical repository where you can search for known product problems, technical documents, manuals and downloads.

## More Information

For more information about LifeSize Assurance Maintenance Services, contact your LifeSize Account Manager or visit us online at: www.lifesize.com/services

## **About LifeSize Services**

You've invested in the best HD video conferencing and collaboration solutions available; now let the LifeSize Services team help you receive a rapid return on your investment.

LifeSize Services offers a full suite of solutions to help you maximize the value of your LifeSize products and optimize their performance. Our global suite of services, delivered via LifeSize Services Professionals, span all phases of your LifeSize solution life cycle. Whether it is a Global Deployment Program, Installation Services or Assurance Maintenance Services that you are looking for, our range of offerings gives you the flexibility to choose the services that meet your specific needs. LifeSize Services ensures your LifeSize products work smarter, perform faster and last longer. Learn more about the full suite of LifeSize Services at: www.lifesize.com/services



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