LifeSize
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LifeSize Global Services

Support - Optimize the Performance of Your LifeSize Solution

LifeSize Global Services

Support

Benefits

- Worldwide Coverage
- Certified Support Engineers
- Rapid Product Replacements
- Access to Support Resources Online
- Protection against Downtime

Features

- Flexible Inquiry Process
- Proactive Communications
- Extended Support

Support from LifeSize Global Services is the key to optimizing the performance of your LifeSize solution. Designed to quickly and efficiently resolve any support inquires you may have, our support services also ensure the optimal performance of your solution through system updates, proactive communications and the commitment to improve upon current support processes.

Our support solution provides you the coverage you need to protect the investment you've made in your LifeSize product, maximize its value and ensure optimal performance throughout its life. This enables you to focus on your business while securing peace of mind that your products will consistently deliver a high-quality communication experience.

Benefits

Worldwide Coverage

LifeSize Support Centers are strategically located throughout Asia Pacific, Europe and North America. This global infrastructure enables us to provide you the support you want when you need it most.

Certified Support Engineers

All LifeSize Support Engineers have been trained and certified on LifeSize products and solutions, ensuring that you will receive proactive and personalized results until your inquiry has been resolved.

Rapid Product Replacements

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

Access to Support Resources Online

LifeSize Support provides a comprehensive library of support resources online, enabling you to self-serve your support inquiries and access information with the click of a mouse. Resources include an extensive knowledge base, a customer forum, tech notes, product documentation and more.

Protection against Downtime

The services provided by your Assurance Maintenance Services (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.

Features

Flexible Inquiry Process

Support inquiries can be made via phone, e-mail, and online, giving you the flexibility to contact our team using the method most convenient to you.

Proactive Communications

At LifeSize, we want to ensure that 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

Support is available for any LifeSize product you have purchased for up to five years after the product end-of-sale. Extending your Assurance Maintenance Service agreement will guarantee that you get the support you need for your product should the need arise.

More Information

For more information about LifeSize Support, contact your LifeSize Account Manager or visit us online at:

www.lifesize.com/services

About LifeSize Global Services

You've invested in the best HD video conferencing and collaboration solutions available; now let the LifeSize Global Services team help you realize the full value of your LifeSize solution.

Our line of services, which encompass the planning, deployment, adoption and operation of your LifeSize solution, are developed, managed and delivered by certified LifeSize professionals trained in LifeSize's proven best practices to accelerate success. From planning to optimizing, LifeSize Global Services will work with you during any stage of your solution life cycle, helping you to realize the full value while allowing you to focus on your business priorities.

LifeSize®
A division of Logitech

AMERICAS:
LifeSize
1601 S. MoPac Expressway
Suite 100
Austin, Texas 78746 USA

+1 512 347 9300
Toll Free US +1 877 543 3749
E-mail info@lifesize.com
www.lifesize.com

EMEA:
LifeSize Regional Office
49 89 1222 899 0 (Germany)
Toll Free Europe +00 8000 999 09 799

APAC:
LifeSize Regional Office
+65 6303 8370 (Singapore)

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