

PROACTIVE SOFTWARE UPDATES

Stay current with the latest updates through a carefully planned and coordinated deployment process.

For communication solutions, return on investment depends on user acceptance — and usability drives acceptance. So who ensures the health and usability of your communication system?

Certain management functions are essential to every business communication system, regardless of organization size or funds. But many companies lack the staffing, budget, or expertise to self-manage their communication solutions. SPS Managed Services provide the flexibility to support your communication environment in the manner best suited to your organization.

- / **Time:** Depending on the size and complexity of your infrastructure, it may require a full-time IT resource to carefully and proactively monitor, evaluate, schedule, implement and test all your software and firmware updates.
- / **Risk:** In today's integrated communication environments, systems and applications can be heavily inter-dependent. Every update must be fully analyzed to identify its benefits — and any unintended negative impacts.
- / **Cost:** Staff resources are limited and costly, and managing updates requires additional technology tools and periodic training.

Ultimately, failure to proactively care for critical software and firmware updates can have disastrous consequences, including disruption of service. Reduce your risk with SPS Software Update Management. SPS specialized experts will manage updates, firmware and software patches for platforms by Avaya and other manufacturers — ensuring that your communications platform remains current and optimized.

And because this proactive, end-to-end service follows best practices under the ITIL framework (Information Technology Infrastructure Library) for release management, the support is well-aligned with the practices followed by key manufacturers when issuing their updates.



STRATEGIC APPROACH

UPDATE MANAGEMENT

Update management is an understandable challenge for resource-stretched IT departments — especially with multi-product and multi-site environments. SPS offers Update Management as a proactive option to keep you current and reduce the risks of outage, low performance and security breach. As part of this service, SPS will:

- / Track all currently installed software and firmware releases.
- / Continuously monitor software and firmware updates, patches and certificates released by Avaya or other manufacturers. Determine which updates apply to your product configuration.
- / Evaluate the overall risks vs. benefits of applying an update or patch:
 - How will it sustain peak performance, maximize security or prevent potential failures?
 - What remote or on-site support do we need for successful implementation?
 - What prerequisites, interdependencies, risks or costs might apply?
 - Should we apply immediately, wait or combine with other updates?
- / Plan and coordinate a successful implementation for each required update — including all applicable pre-implementation tasks.

PROACTIVE, END-TO-END SUPPORT

Using the TotalCare Approach, SPS sets the expectations up front and consistently delivers value.

- / **Update Planning and Implementation Coordinator:** SPS assigns an experienced Software Update Specialist to support you throughout the term of your agreement.
- / **Inventory Tracking and Reporting:** SPS maintains an up-to-date record of your currently installed Software and Firmware versions.
- / **Update Identification:** SPS monitors ongoing releases by Avaya or other manufacturers to determine which updates are applicable to your products and configuration.
- / **Update Assessment and Risk/Benefit Consultation:** The SPS Software Update Specialist determines which updates to apply and the application plan.
- / **Scheduling:** SPS works with you to schedule update installation — including any associated pre-installation tasks such as configuration backups. Scheduling aligns with your business and change management requirements.
- / **Update Implementation & Testing Support:** The SPS implementation process includes a comprehensive test plan to provide peace of mind during the update process.

Ask your account executive to engage the

SPS UNIFIED COMMUNICATION SPECIALISTS

to learn how managed services from SPS can ensure your systems remain current and optimized.

Contact SPS today at 888-777-7280 or visit www.spscom.com.

SPS / Integrate. Collaborate. Accelerate.

Strategic Products and Services

300 Littleton Road
Parsippany, NJ 07054

888.777.7280

www.spscom.com



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