

Ongoing Support



the comtel group

ONGOING SUPPORT

Anticipating needs. Implementing solutions.

Protect critical communication systems with ongoing, expert support.

When systems crash, they usually do so without warning. A failed communications system can cripple your business to the point of total shut-down, amounting to financial losses that increase with each passing hour. Yet, a great deal can be done up-front to reduce the probability, duration, and damage of service disruptions.

With Comtel's Ongoing Support, you'll have the comfort of knowing that a proactive disaster recovery plan is in place, in addition to personal attention for your everyday needs. Ongoing Support provides the expertise you need to guide you through the most effective utilization of your telecom technologies. And expertise brings peace of mind.

Support

Major benefits at a glance.

Cost savings and efficiency. Using our documentation system and online tools, we transform your technical data into useful knowledge. Because we capture the interrelationship between knowledge, equipment, and carrier services, we can find and fix problems within minutes, instead of hours or days.

Investment protection. Comtel protects you from system manufacturers' desire to sell expensive upgrades under threat of discontinued support. As your advocate, The Comtel Group safeguards your interests, making sure any proposed upgrade represents a necessary and prudent investment.

Guaranteed rapid response. If disaster strikes and you're covered under contract, your senior-level Comtel Engineer will arrive on-site within two hours or less to repair and restore your system.

Accountability. Ongoing Support, in combination with Carrier Management, offers the most fail-safe protection and support plan in the industry. One engineer to manage both carriers and phone systems means no more bureaucratic delays or finger-pointing between vendors. The buck stops with us.



**Prompt, personal service
from your dedicated Engineer**

The personal, hands-on expertise of a senior-level engineer, coupled with Comtel's innovative support capabilities, ensures that your needs will be addressed efficiently, intelligently, and best of all... completely.



For more information on Ongoing Support please call 888 266 8350
or visit www.thecomtelgroup.com/os



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