

PROFESSIONAL SERVICES OVERVIEW

BUSINESS UNLIMITED

Professional Services

Northland Professional Services is your partner for a successful Business Unlimited deployment. From project inception through your cutover, you are given full visibility into our process; support is ongoing and available when you need it. In addition to the Professional Services included with every installation, we offer higher level support packages for purchase.



Included Professional Services

- + A project coordinator to assist with your installation plan
- + A dedicated lead-technician
- + Pre-deployment consultation to design your solution
- + Remote cutover assistance, including phone number porting
- + One-on-one remote training session for your system administrator portal
- + Direct line to our training support team through a quick dial code
- + Quick reference guides for phone and voicemail
- + Training videos
- + 24/7 technical support

Additional Packages + Pricing

Onsite Technical Installation

includes all items in Professional Services plus:

- + Technician onsite to conduct physical installation of all agreed upon hardware
- + Onsite technical support for completion of your cutover
- + End-to-end project completion



3-19 Phones: \$250 flat rate + \$125 each additional location
20+ Phones: \$500 flat rate + \$250 each additional location

Remote Train the Trainer

Remote training class that reviews:

- + Auto Attendant setup
- + Subscriber CommPortal
- + Desk phone
- + Voicemail
- + MaX UC*
- + MaX Meeting*

*where applicable



2 hour class: \$150

AUDIENCE: INTERNAL TRAINER

- + Limited to groups of 3 or less per class
- + Additional classes can be purchased

Remote End User Training

Remote training class that reviews:

- + Subscriber CommPortal
- + Desk phone
- + Voicemail
- + MaX UC*
- + MaX Meeting*

*where applicable



1 hour class: \$150

AUDIENCE: END USERS

- + Limited to groups of 20 per class
- + Additional classes can be purchased

Please have your phones plugged in prior to your remote training.