

PROFESSIONAL SERVICES OVERVIEW

BUSINESS UNLIMITED

Northland Professional Services is your partner for a successful Business Unlimited deployment. From project inception through your cut over, 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 cut over 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

On-site Technical Installation

includes all items in Professional Services plus:

- + Technician on site to conduct physical installation of all agreed upon hardware.
- + On site technical support for completion of your cut over.
- + End-to-end project completion.

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

20+ Phones: \$500 flat rate + \$250 each additional location

Note: The phone counts are based on the total number of seats across all locations in the solution.

Remote Training Options

includes all items in Professional Services plus:

Train the Trainer - A class for internal trainers that reviews:

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

2 hour class: \$150

Limited to groups of 3 or less

End User Training - A class that reviews:

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

1 hour class: \$150

Limited to groups of 20 per class