

The ComNet Critical Path to ICT Performance Success

Another unique element in the **ComNet** value premise is the **ComNet** Critical Path to ICT Performance Success that has been developed over years of successful and not-so successful system and network management experience and customer response. We have learned so that you don't have to. Listed on this page are the three key elements of the ICT performance process and the mission critical functions under each element.

Established Client Expectations - System Management Functions

Identified here are the key elements of the **ComNet** critical path to ICT performance success that relate to ongoing client and infrastructure (equipment) support commitments.

- Alignment (Business)
- Plan (Adoption)
- Budget (Cost Control)
- Document (Inventory)
- Optimize (Monitor Performance)
- Prevent (Detection)
- Report (Notification)
- Diagnose (Problems)
- Recover (Repair/Replace)
- Upgrade (Migration)
- Backup (Redundancy)
- Protection (Security)
- Compliance (Regulations/Standards)
- Manage (System Supplier)

Established Client Expectations - Network Management Functions

Listed here are the key elements of the **ComNet** critical path to ICT performance success that focus on ongoing network management and cost control commitments.

- Budget (Cost Control)
- Document (Services)
- Optimize (Monitor Performance)
- Prevent (Detection)
- Reporting (Notification)
- Diagnose (Problems)
- Recover (Repair/Replace)
- Backup (Redundancy)
- Protection (Security)
- Manage (Service Provider)

Established Client Expectations - User Management Functions

Featured here are the key elements of the **ComNet** critical path to ICT performance success that relate to client and client user support commitments.

- Alignment (Business)
- Program (Administration)
- Access (Security)
- Compliance (Regulations/Standards)
- Control (User/Client Policies)
- Applications (Access)



ComNet Critical Path to Performance Success - Warranty, Maintenance and Service Options

ComNet offers a suite of warranty, preventive maintenance and service plans that are designed to fit the support requirements and budget requirements for any type or size of business. Our popular multi-year support plans offer a considerable discount over single year plans or on-demand service. Special plans that require a unique set of seasonal, time or support requirements.

ICT infrastructure (systems) and network consulting services are always included within each warranty and service plan. This service provides the opportunity to maximize the hardware configuration, software and application capabilities and network performance of your infrastructure to provide the greatest staff productivity, office efficiency and most importantly service to your callers.



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Warranty Plans – ComNet Warranty Response Coverage

Our manufacturer certified, motivated and responsive technical staff supports standard 90 day, one or two year applicable manufacturer equipment and component warranty programs with **ComNet Warranty Response Coverage** on installation materials and labor. With some suppliers, extended equipment and component warranties are available at extra cost.

Licensing Agreements and Assurance

In some cases, depending on your type of system, its deployment strategy and applicable equipment and phones, manufacturer software and application licensing agreements are required. Software performance and enhancement upgrade assurance or subscription programs are also available to keep the operating system and applications consistent with new releases.

Managed Services Plans – ComNet Service Response Plans

Warranty plans can be extended with **ComNet Service Response Plans** that offer response and support level options based on your needs and budget. Service plans can be tailored to your specific business needs and operating schedule with 24 hour/7 days or 8 to 5 weekdays and include material, labor and software (program) support along with limited system and network consultation support.

- One year service plan on equipment, components and workmanship
- Three (3) year plan on equipment, components and workmanship
- Five (5) year service plan on equipment, components and workmanship

On-call Service

Always available is on-demand (call) service, maintenance and consultation support services at an affordable hourly rate. Although we recommend a service agreement, **ComNet** has a policy of prioritizing service requests based on customer business impact and not type of service agreement.

Infrastructure (System) or Network Modifications

ComNet is always eager to respond to customer requests for system or network upgrades, enhancements, additions, moves or changes with either time and material estimates or specific project quotes. Request free price quotes and schedule your upgrades and enhancements with our service staff. Manufacturer recalls and mandatory operational upgrades are generally supported by the supplier and provided at no charge.