Zoom Phone Professional Services

OVERVIEW

Implementing the right Zoom Phone solution is critical to your success. Our Professional Services team is here to help you get there with the right design and a cost-effective implementation strategy. Collaborating with you helps us understand your needs so we can design and deliver the most practical solutions. Our team brings years of technical expertise, extensive field experience, and our proven methodologies to help you save time and money on your Zoom initiatives.

Our plans give you flexibility for as much hands-on assistance as you require. We are here to help you navigate every step of the process from design, development, and project management to deployment and installation.

- Architecture & Design

- Use Case Analysis

- Implementation Support & Strategy

- Porting & BYOC Migration

- Implementation Guidance

- Data Review & Optimization

- Network Readiness Review

- Provisioning & Configuration

- Hypercare: 10 Days of post Go-live Support

Zoom Phone – Professional Services

Assessment & Design

Professional Services will conduct a needs assessment of your current voice implementation which can be done remotely or on-site. We assess the system architecture, location, user, support, and hardware requirements. Once completed, we present a company level design and implementation plan.

Guided Deployment

Our Technical Project Managers work along side your technical resources throughout the entire project providing implementation best practices, for conducting site surveys, system configuration, testing, and cutover support.

Full Deployment

Full Deployment provides the benefit of Professional Services design, manage and implement the entire project with Zoom's expert team of Solution Architects, Project Managers and Project Engineers

Technical Engineer On-site Services

On-site services provides assessment, design workshops, site surveys, installation, cut-over support and consulting. Zoom's on-site team can act as an extension to your own.

Premier Managed Services

Premier Managed Services for Zoom Phone is a cost-effective way to reduce the complexity for your IT organization while delivering improved service to your end users and enhancing their productivity. The Premier Managed Services team provides dashboard monitoring, notification of issues, a 24/7 Global Service Desk, user management and device management (MACD). A Technical Engineer will also be assigned to act as a single point of contact and address all questions and problems, taking full ownership from the moment it reaches us until it is resolved.

Technical Engineer – Badged On-site Services

Technical Engineers can be contracted to be on-site to be the focal point for your Zoom Phone solution. They act as an escalation point for Zoom Phone issues, questions and tickets. They also perform troubleshooting and provide proactive monitoring.

Professional Services Overview – Zoom Phone

	Assessment & Design	Guided Deployment	Full Deployment
Number of Users / Locations	✓	✓	✓
Architecture Review & Design	✓	✓	✓
Use Case Analysis	✓	✓	✓
Implementation & Guidance		✓	✓
Project Planning		✓	✓
Porting & BYOC Migration		✓	✓
Data Review & Optimization			✓
Network Readiness Review			✓
Provisioning / Configuration			✓
Go-Live Support			✓
Final Documentation			✓

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Thank you for your interest in Zoom Phone Professional Services

For more information:

Email GS-Sales@zoom.us
Visit zoom.us/en/global-services