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Advanced Services Delivery Overview



Who We Are

Our Mission

Advanced Services is a professional service that delivers happiness by architecting simple solutions for modern challenges. The workplace is continually evolving and Advanced Services is here to collaborate with you to understand your needs to design and deliver the appropriate solution. Our team brings years of technical experience and proven methodologies to help you save time and money on your Zoom initiatives. Our day 1 approach allows the team to provide a high quality service that flows seamlessly into longer term account support.

The Advanced Services Team

Project Manager

Primary individual responsible for driving day-to-day management of the project adhering to Global Services standards. Project managers can be your single point of contact to ensure a successful engagement.

Solution Architect

An experienced and well versed technologist. This role is not only to know how Zoom works, but also to understand your environment and take those considerations into account while designing and working within your solution.

The Customer Team

These are the roles that may be needed from your company to assist depending on your engagement:

Primary Sponsor

Primary sponsor of Zoom within your company to be informed at a high level of the process and key engagement steps.

Project Manager

Primary individual responsible for the overall tasks and timeline from a customer perspective.

Zoom Administrator

Individual capable of making changes to the Zoom environment on behalf of the organization.

Technical Point of Contact

An individual suited to be a primary point of contact for overall technical decisions within the organization.

System Administrator

Individual capable of making changes to the Zoom environment on behalf of the organization.

Network/Firewall/Telecom Engineer

An individual suited to make network/telephony changes based on Zoom recommendations.

When and Where

When

Advanced Services is traditionally utilized in a Day 0/Day 1 consulting and implementation support for Zoom products.

Where

Advanced Services is happy to work with any customer that may need our services. That being said typically, our team is engaged in the following styles of engagements:

Consulting Services

- Delivery Plans
- Best Practices

Remote Deployment Services

- Provide remote assistance and guidance during deployment
- Validating required resources
- Document the details of the implementation
- Perform Test Plan
- Monitor post deployment
- Deliver system documentation
- Transfer of Information to long term support team

Non Standard Implementation:

- · Mergers and acquisitions,
- Unique utilization requirements, SIP Connections

Non Standard Environment:

- Enterprise network environment
- Direct Connections/ SIP Connected Audio Connections
- Hybrid implementation
- On-Prem implementations

Product and Process



Workshop

Meeting(s) to discuss activity on the Zoom platform and how it fits within the customer's environment.



Solution Design

Determine a solution and blueprint that satisfies the predefined constraints determined within the workshop.



Implementation

Putting the decisions and plans into effect.



Verification & Closeout

Testing, monitoring, and transferring information from the implementation team to the longer term support team.

Workshop

The purpose of the workshop is to engage in detailed discussions and activities that give the Advanced Services team insight into the specific requirements of the engagement.

Some items in the workshop would include:

Discovery and Assessment

- Understanding the customer environment and conditions
- Customer business cases and scenarios
- Specific design constraints

Standard Design, Architecture, and Platform discussions

- Architecture
- Features
- Interoperability
- Meeting Scenarios
- Requirements

System Requirements

- Network/Firewall Requirements
- Capacity planning
- Regulatory Requirements

At the end of this workshop, the Advanced Services team and the customer team should have a firm understanding of the fundamentals that will go into the engagement.

Solution Design

Based on the discussion and the requirements discovered during the workshop session(s), the Advanced Services team will determine a solution that satisfies the predefined functional and non-functional constraints for the engagement. This will serve as the blueprint of the engagement.

Items included in the Solution Design include:

Solution design document

- Environment/use cases
- Zoom infrastructure overview
- Proposed Architecture
- Data Flows
- Requirements and dependencies
- Network devices: proxy, firewall, ip allocation

Migration Timeline

Test and validation plan

Implementation

Following the design phase, we will work with you to deploy these solutions in a timely manner. The Advanced Services team will be side by side with you to ensure a smooth implementation.

We will:

- Support the implementation of the agreed upon solution as designed
- Provide remote assistance and guidance during deployment
- Manage technical aspects of the implementation
- Document the details of the implementation
- Communicate best practices

Verification & Closeout

At the close of a successful implementation, the Advanced Services team will assist in testing, monitoring, and preparing the as-built documentation to transfer information to the longer term support team.

- Perform the Test Plan
- Monitor post implementation
- Create as-built documentation
- Transfer of Information to account and long term support

Delivering simplicity to modern challenges

Advanced Services is a professional service that delivers happiness by architecting simple solutions for modern challenges. Our Solution Architects use a Day 1 mentality, to ensure a smooth experience for the engagement. By working closely with the Zoom and customer account teams and proven methodologies, we can ensure a smooth delivery.

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Thank you for your interest in Advanced Services

For more information:

Email GS-Sales@zoom.us

Visit zoom.us/en/global-services