



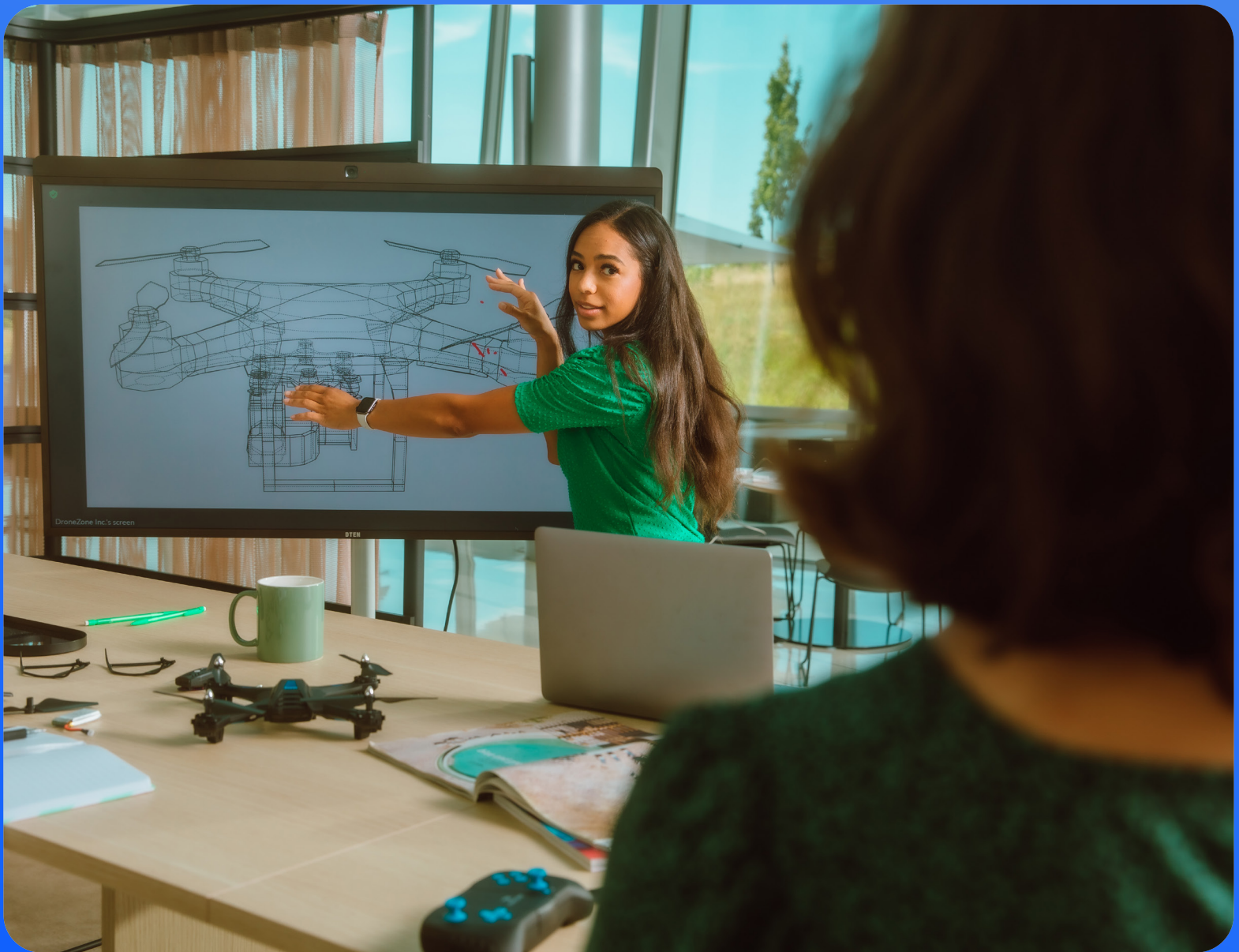
# Premier Managed Services

Premier Managed Services from Zoom is a cost-effective way to reduce the complexity of your IT organization while delivering improved service levels to your end-users and enhancing their productivity. Zoom's Premier Managed Services supports Zoom Rooms, Zoom Phone, Zoom Contact Center and Zoom Workplace Reservations with:

- Remote monitoring
- 24/7 Global Service Desk
- Incident, Change, Problem and Configuration Management
- User management, device management, and (MACD Support)
- Session Border Controller (SBC) monitoring and management
- Technical engineer support: Our technical engineers will proactively monitor your system and address all questions and problems, taking full ownership from the moment issues are identified, until they are resolved.
- On site assistance (Ad-hoc or Badged) for Troubleshooting, replacing and configuring hardware.
- Administering your Contact Center or Workplace Reservations deployment

# Table of Contents

- [03](#) Zoom Rooms
- [06](#) Zoom Phone
- [09](#) Zoom Contact Center
- [11](#) Zoom Workplace Reservations



# Premier Managed Services for Zoom Rooms

Zoom Premier Managed Services provides remote monitoring, 24/7 Service Desk, and Technical Engineers as a single point of contact to proactively monitor and maintain your systems. The team will address all questions and problems, taking full ownership from the moment it reaches us until it is resolved. Our Technical Engineers ensure Zoom Rooms readiness each day, assist when needed to troubleshoot, replace equipment, and provide monthly system health reports. Our packages outlined below are designed to meet every business need.

# Premier Managed Services Features

## Digital Services

---

### Monitoring, Management, & Reporting

Premier Managed Services monitors your Zoom. Zoom Room system with dashboard monitoring, device monitoring, call quality review, analytics, and reporting. Along with monitoring CPU usage and connectivity, we will send you alerts when controllers, video, and audio gears have been disconnected and try to reconnect remotely.

Additionally, we will review your devices for the latest software updates and work with you and your team to determine a remote upgrade schedule.

### Technical Engineers

Our technical engineers provide Proactive monitoring and system upgrades and address all questions and problems. Our engineers take complete ownership of any issue that arises, from the moment it reaches us until it is resolved. Additionally, our engineers provide portal configuration and setup, meet with you regularly to share usage and Zoom Room health reports, and provide Zoom phone analytics and reports.

### Global Services Desk

Zoom's Global Service Desk provides a single point of access for all requests. By taking ownership of the requests until their final resolution, Zoom's Global Service Desk is available 24/7 from our operations management centers in the USA, London, Amsterdam, Malaysia, and Japan.

### Room Management

Premier Managed Services remotely manages all Zoom room equipment via the Zoom admin portal. Driving stability and optimal user experience.

## Optional On-site Services

Technical engineers are available for on-site visits to provide troubleshooting services and parts replacements for Zoom Room components.

### Technical Engineer - On-site Services

A technician may need to be dispatched on-site for troubleshooting and hardware replacement.

### 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.

# Premier Managed Services Overview - Zoom Rooms

		Essentials	Premier
Remote Monitoring Management	Number of Locations	Any	Any
	Proactive 24/7 remote monitoring via Zoom Dashboard & Portal	✓	✓
	Ticketing for technical issues	✓	✓
	Room Analytics (Call quality, usage, and devices)	✓	✓
	Zoom Room Upgrades (Controllers, schedulers, and firmware management)	✓	✓
Global Service Desk	Global 24/7 availability		✓
	Problem troubleshooting, device configuration		✓
	Portal configuration (site profile, devices)		✓
	Device failure identification and coordination of RMA		✓
	Escalation to Zoom Engineering		✓

**For more information:**

GS-Sales@zoom.us  
1.888.799.9666

[zoom.us/global-services](https://zoom.us/global-services)



# Premier Managed Services for Zoom Phone

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 Zoom Premier Managed Services team provides Dashboard Monitoring, notification of issues, a 24/7 Global Service Desk, user management and device management (MACD), and Session Border Controller (SBC) monitoring and management. 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. Our packages outlined below are designed to meet every business need.

# Premier Managed Services Features

## Digital Services

---

### Monitoring, Management & Reporting

Our Premier Managed Services team will monitor and manage your Zoom Phone system including dashboard monitoring, device monitoring, and call quality analytics and reporting.

### User & Site Profile Management

Premier Managed Services will remotely manage user moves, adds, changes, deletions, site profile changes as well as queue and auto receptionist modifications based on the covered users, sites/locations and associated devices, all via the Zoom admin portal.

### Global Service Desk

The Zoom Global Service Desk provides a single point of access for all requests. By taking ownership of those requests until their final resolution, Zoom's Global Service Desk services are delivered 24/7 by our Global operations team. The Global Service desk will also provide 3rd party dispatch services for replacement and troubleshooting.

### Technical Engineers

Technical Engineers are your focal point of contact for proactive monitoring, troubleshooting and upgrades as well as acting as an escalation point for questions and problems. Technical Engineers take full ownership from the moment it reaches us until it is resolved. Additionally, our engineers will provide bi-weekly monitoring and service desk reporting and meet with you regularly to provide you with Zoom Phone analytics and reports.

### Optional SBC Monitoring and Management

Premier Managed Services can provide monitoring and management services for your Session Border Controller (SBC).

## Optional On-site Services

Technical Engineers can be contracted to be on-site to provide additional Zoom Phone support services.

### Technical Engineer - On-site Services

A technician may need to be dispatched on-site for troubleshooting and hardware replacement.

### 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.

# Premier Managed Services Overview - Zoom Phone

		Essentials	Premier
Remote Monitoring Analytics and Reporting	Number of Locations	Any	Any
	Proactive 24/7 remote monitoring via Zoom Dashboard & Portal	✓	✓
	Ticketing for technical issues	✓	✓
	Phone Analytics (Call quality, usage, and devices)	✓	✓
	Reporting (Issue and usage reporting)	✓	✓
Global Service Desk	Global 24/7 availability		✓
	Problem troubleshooting		✓
	Portal configuration MACD (site profile, user, devices)		✓
	Device failure identification and coordination of RMA		✓

**For more information:**

Work with your Zoom Account Manager to request Premier Managed Services to conduct a needs analysis. Together, we'll customize the best service for your Zoom Phone solution.





# Premier Managed Services for Contact Center

Zoom Premier Managed Services provides, 24/7 Service Desk, and Technical Engineers as a single point of contact to administer your system and address all questions and problems, taking full ownership from the moment it reaches us until it is resolved. Our packages outlined below are designed to meet every business need.

# Premier Managed Services Features

## Digital Services

---

### User & Site Profile Management

Zoom Premier Managed Services provides, 24/7 Service Desk, and Technical Engineers as a single point of contact to help administer your system and address all questions and problems, taking full ownership from the moment it reaches us until it is resolved. Premier Managed Services will remotely update and manage moves, adds, changes and deletions, to existing and deployed Zoom Contact Center Agents, Groups, supervisors, Workflows and Queues.

### Remote Technical Engineers

Technical Engineers are your focal point of contact for our Technical Consulting as well as acting as an escalation point for questions and problems. Technical Engineers take full ownership from the moment it reaches us until it is resolved. Zoom Premier Managed Services can offer guidance in best practices for design, deployment, testing and cut-over of New Contract Center Channels for existing groups or departments. We also offer consulting on Input and HTTP widgets as well as Run Scripts.

---

### Contact Center Optimization

Our Premier Managed Services team can look at existing Zoom Contact Center components and offer analysis and optimization of those components. Zoom Premier Managed Services can look at and optimize Workflows, Skill Profiles, Agent Routing/Priorities and Agent Proficiencies.

#### **For more information:**

Work with your Zoom Account Manager to request Premier Managed Services to conduct a needs analysis. Together, we'll customize the best service for your Zoom Contact Center solution.



# Premier Managed Services for Workspace Reservations

As companies return to their offices, their previous office setups with assigned workspaces are no longer relevant. Customers are looking for flexible solutions that allow their employees to reserve workspaces when and where they need them, making hybrid work more prevalent.

Workspace Reservation includes traditional functionality like hot-desking and hoteling. Still, it offers a lot more, including support for local and remote reservation of phones and Zoom appliances, QR code check-in,

reservation of available workspaces or Zoom Rooms, support across Zoom's hardware and software ecosystem, and more. Zoom's Workspace Reservation enables users to utilize the Zoom Platform they already know and love to reserve workspaces.

Premier Managed Services will assist you with the day to day Administration and updates as needed. Our package benefit is outlined below and is designed to meet every business need.

# Premier Managed Services Features

## Digital Services

---

### Site Management

Zoom Premier Managed Services provides, 24/7 Service Desk, to help your administrators manage your system and create a custom experience for your users.

We will assist with the configurations of Floor Plans, desk and assigned resources, also perform Moves, Adds, Changes and deletions, on behalf of the Administrator and provide monthly reporting and analytics.

### Remote Technical Engineers

Technical Engineers are your single point of contact for all questions and problems, taking full ownership from the moment it reaches us until it is resolved.

Additionally, our engineers will provide portal configuration and setup, and meet with you regularly to provide usage reports.

#### **For more information:**

Work with your Zoom Account Manager to request Premier Managed Services to conduct a needs analysis. Together, we'll customize the best service for your Zoom Workspace Reservations solution.



Thank you for your interest  
in Zoom Premier Managed Services!

For more information:

Email	<a href="mailto:GS-Sales@zoom.us">GS-Sales@zoom.us</a>
Visit	<a href="https://zoom.us/en/global-services">zoom.us/en/global-services</a>