World-Class Support Solutions

Which of Variphy's robust support solutions will work best for you?

Unlock the full power of Variphy with our Professional Subscription or our Enhanced Consulting Services (ECS) Subscription. Reach your goals faster with our one-on-one support and expert guidance.

	Professional Subscription	ECS Subscription
INITIAL RESPONSE TIME	12 Business Hours	8 Business Hours
SUPPORT TYPE	• Priority Queueing • How-to Guidance • Break/Fix Troubleshooting	• Dedicated Variphy • Systems Engineer • How-to Guidance • Break/Fix Troubleshooting
SUPPORT METHOD	Remote Support (Guided)	Remote Support (Guided) OR Unattended Access
DEDICATED VARIPHY SYSTEMS ENGINEER	Not Included	Included
VARIPHY SERVICE ACCOUNT (UNATTENDED REMOTE ACCESS)	Not Included	Available
CUSTOM ALERT CONFIGURATION	Included	Included
SERVICE TICKET PRIORITY	Included	Included
INSTALLATION AND UPGRADE SERVICES	Included	Included
OFFLINE REPORT BUILDING	Limited	Unlimited
SERVER MIGRATION	Additional Cost	Limited
CDR DATABASE ARCHIVING	Additional Cost	Included

Support features exclusive to ECS Subscription customers:

System Health Check
• Best Practice Review
• Processor Utilization
• Memory Utilization
• Security Best Practices
• License Utilization

Advanced Configuration Services
• Assisted Installation
• Configuration of Dashboards and Reports
• Configuration of Automated Report Delivery

Quarterly Service Review
• Assisted System Upgrade
• System Utilization Review
• Services Summary
• License Utilization Review
• Roadmap Updates

Proactive Daily System Monitoring
• CDR Processing Error
• No CDR Received Error
• Disk Utilization
• Failed Report

End User & Administrative Training Sessions
• Training for New Users
• Training for New Administrators
• New Features and Refresher
• Training Courses

UC Data the Right Way