



Avaya Global Service Assessment: Implementation and Maintenance

Highlights of dBm Telecom Solutions “Global Service Assessment”

Executive Summary

dBm has successfully satisfied the Service Assessment for Implementation & Support and SME Expert for Avaya, Inc. All areas of investigation were found to be compliant. The team at dBm provided both a very well documented and verbal overview of their business practices and operational procedures that are required to comply with Avaya's certification guidelines. dBm demonstrated great proficiency and effective management of their resources to meet customer demands as well as embracing a continuous improvement ideology. dBm is a highly skilled company, selling and servicing Avaya products with no requirement for Avaya manufacturer support in more than one year and only 3 tickets escalated to NES in the past 10 years.

Documented Customer Complaints Process in Place Summary:

dBm demonstrated their Customer Complaints process and has met this criteria. Customers have a number of options for logging a complaint – via a generic email address on the dBm website, or via phone into any one of the dBm employees. Customer complaints are inputted into the ticketing database tool as type 'Customer Complaint' and is worked to conclusion. dBm currently has no customer complaints as they have a very high CSAT and all customers have direct access to the managing partners for any questions or concerns.

Trouble Ticket Tracking System Summary:

dBm reviewed their best in class Support Center tool showing all aspects of ticket handling from creation, to site validation, customer site information, customer contact information, details on issues and resolution data. dBm's tool can be accessed via the web making it available to all employees 24x7. Once a ticket is logged an email notification is sent to the assigned employee with the case opening information.

Escalation Process to AGS Summary:

dBm has a documented process for escalating into Avaya for support. dBm has significant troubleshooting and technical capabilities as evidenced by their ability to maintain their customer sites without one ticket escalation into Avaya. dBm is clearly a best in class partner who maintains a number of complex customer sites without the need to escalate technical issues to Avaya GSS.

Lab Environment for Troubleshooting/Resolution Summary:

dBm has an impressive staging and lab area. dBm stages every customer deployment ahead of time and keeps an on premise back-up of every customer database. The lab

contains multiple CS1000 systems running releases 4.5, 6.0, 7.0 and 7.5 as well as BCM systems. dBm has racks of critical spares. dBm showed the ability to log in remotely to any customer system and trouble shoot from the lab as well as from any office and home based PC.

Co-Delivery Maintenance Support and Call Tracking Summary:

dBm has a very high functioning collaborative team. This model allows them access to subject matter experts 24x7. The company is so proficient at deploying Avaya solutions, that they have not opened one support ticket with Avaya. dBm does have a process to escalate a ticket to Avaya if needed and showed that they know the correct steps to get a ticket opened and worked.

Pre-Delivery Staging Center For Assembly/Training Summary:

dBm stages 100% of its installs in its staging facility. The same employees that stage the equipment are responsible for on-site install and turn up. dBm has satisfied the requirements for pre-staging of equipment.

Successful Service Support Delivery References Summary:

dBm offers exemplary service as evidenced by their survey responses.

Overall Score: __100%