

RESUME DU SUPPORT

Event Management	Detect	Manage	Vidéo conciergerie
4x 5 monitoring	√	√	√
Event mapping	√	√	√
Event correlation and categorization		√	√
Proactive video network checks		√	√
Proactive video endpoint testing		√	√
Incident Management	√	√	√
24x5 help desk support	√	√	√
Incident prioritization and service restoration	√	√	√
Major incident response	√	√	√
Escalation management	√	√	√
Problem Management	√	√	√
Root cause analysis	√	√	√
Knowledge base management		√	√
Configuration, Release and Change Management		√	√
Patch management		√	√
Software upgrades	√	√	√
End Point certification		√	√
Dial plan and directory management	√	√	√
Security	√	√	√
Vulnerability analysis	√	√	√
Best practice video network management	√	√	√
Analytic and Reporting	√	√	√
Utilization reporting	√	√	√
Performance management reporting	√	√	√
Incident and trend analysis reporting	√	√	√
Asset management reporting	√	√	√
Capacity and availability management reporting	√	√	√
Online service portal		√	√
Continual Service improvement		√	√
Software life cycle management	√	√	√
Product life-cycle management		√	√
Service reviews	√	√	√