

Support Offerings

Feature Comparison

		Elite	Advantage	Premier
Support Resources	Dedicated Elite Service Manager	■		
	Dedicated Elite Service Engineer	■		
Proactive Account Management	Software Version Control & Upgrade Management	■		
	Asset Management	■		
	Program Reviews	■		
	Root Cause Analysis	■		
	Video Network Readiness	■		
	Network Monitoring	■		
	Utilization Reporting	■	■	
	Benchmark Reporting	■	■	
Telephone Support	Adoption Portal Starter Edition	■	■	
	Priority Access	■	■	
	24x7	■	■	
Standard Features	8x5 Business Hours	■	■	■
	Software Upgrades & Updates	■	■	■
	Advance Parts Replacement	■	■	■
	Escalation Support	■	■	■
Onsite Options	Online Support Tools	■	■	■
	Onsite Support with 4-Hour Response	Optional	Optional	
	Onsite Support	Optional	Optional	Optional