



AMS.NET
Technology Solution Provider

Managed Services Agreements

Managed Services Agreements

Several managed services are available for the management and maintenance of your technology investments. If you need to supplement IT resources or are looking for the support of a hosted model, AMS.NET managed services agreements can provide that support and free up IT resources for more strategic projects.

Managed Voice Services - AMS.NET MVaaS

The MVaaS Agreements provide support and maintenance of your Cisco Unified Communications system. Agreements provide upgrades and updates, technical support and unlimited moves, adds and changes for phones and voicemail. There are three variations to choose from that provide varying levels of support. This service provides benefits of a hosted voice solution for your on-premise Cisco solution.

Managed Wireless Services - AMS.NET MWFaaS

The MWFaaS Agreements ease the management and maintenance of providing high capacity wireless connectivity. There are several agreements available with varying service levels and supporting Cisco, Meraki and Ruckus wireless infrastructures. Agreements include troubleshooting and repair, system updates and upgrades, configuration changes and backup, network monitoring, monthly reporting and reinstallation and configuration of failed equipment covered under contract.

Managed WAN Services- AMS.NET MWaaS

The MWaaS Agreements provide the management and maintenance of your Cisco WAN infrastructure. This service covers the ISR/ASR Routers and has optional Firewall and Switch options. Agreement includes troubleshooting and repair, system updates and upgrades, configuration changes and backup, network monitoring, monthly reporting and reinstallation and configuration of failed equipment covered under contract.

Managed Video Surveillance Services- AMS.NET MVSaaS

The MVSaaS Agreements provide the management and maintenance of your Video Surveillance solution. Agreement includes troubleshooting and repair, system updates and upgrades, camera name changes and RMAs, monitoring, monthly reporting and reinstallation and configuration of failed equipment covered under contract. The Premium agreement includes camera focusing and cleaning.



Managed Services Agreement Highlights

- ▶ Support and Maintenance of Your Technology Investments
- ▶ Technical Support and Troubleshooting
- ▶ Network Monitoring on Technology Under Contract
- ▶ Installation of Replacement Hardware Under Contract
- ▶ Monthly Reporting Under Contract

Celebrating More Than **25** Years

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