

# Unify Cloud Resale Transition & Support Services

Content for insertion in  
Customer facing decks

Common approach for Unify Cloud Offerings  
(UO/UV/UP/CEM/CXONE)

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# Guidance on use

PLEASE READ CAREFULLY AND REFER BACK TO PRODUCT MANAGEMENT FOR FURTHER GUIDANCE IF NECESSARY

- The content in this deck is intended for use with existing customer facing decks covering Unify's cloud offerings: Unify Office, Unify Video, Unify Phone, Critical Event Management & Cloud Contact Center (CXone).
- The content is provided here for convenience, given the transition to new/upcoming brand guidelines, considering existing content may be Atos eco-brand.
- IMPORTANT – whilst the content on slides 3 and 4 is universally applicable for Unify Office and Unify Video, they are NOT 100% applicable for the other portfolio items – please refer to slide 6 for details.
- Therefore, for each portfolio use case the content should be adapted in line with these guidelines.

# Cloud Transition & Support Package

## Offering Overview

Original Operator Services	Core Operational Services delivered by the Cloud Operator to deliver and maintain the service to the customer	
	Transition	Support
Included Services	Minimum / required services to on-board the customer, deliver on a standardized basis using remote resources wherever possible	Minimum support services delivered by Mitel in conjunction with the Original Operator
Options	Optional, add-on services offered on a per project basis according to the individual needs of the customer.	Optional, value-add services

# Cloud Transition & Support Package

## Offering in Detail

Original Operator Services	E2e Solution ownership , Service Availability SLA, Cloud Administration Portal, Knowledge Base, System Status View, 2nd Level and Vendor Support, Patching / update and upgrades, Cloud Platform reporting online, Severity Definitions and SLA descriptions		
	Transition	Support	
Included Services	<ul style="list-style-type: none"><li>• Data Collection &amp; Validation</li><li>• Readiness Check Basic</li><li>• Cloud Commissioning</li><li>• Implementation Advisor</li><li>• Remote Configuration</li></ul>		<ul style="list-style-type: none"><li>• Administrator Training</li><li>• Acceptance Testing</li><li>• Remote Transition Validation</li><li>• Lite Project Coordination</li></ul>
Options	<ul style="list-style-type: none"><li>• Web Support Portal &amp; Service Desk (24h, 7 days)</li><li>• 1st Level Incident Support</li><li>• 2<sup>nd</sup> Level Design Support (8h, 5 days)</li><li>• 2<sup>nd</sup>/3<sup>rd</sup> Level Operational Support co-ordination with Original Operator</li></ul>		<ul style="list-style-type: none"><li>• Project management</li><li>• Technical design</li><li>• Solution design</li><li>• Solution integration</li><li>• Consulting services</li></ul>

# Cloud Services in combination with services supporting other products

Cloud Contracts



Unify Office  
and Unify Video  
Subscriptions  
(Carrier Minutes for resale)

Cloud CC  
powered by CXone

Unify  
Phone

Unify  
CEM

Cloud Transition & Support Services

Cloud Provider  
Service Model

*(Task delivery, SLA by  
cloud provider)*

Any solution elements co-existing with the cloud offering is contracted separately. e.g.

Separate Contracts

Local  
services

- On prem Integrations
- Cloud Integrations

On-premise  
Add-ons

- ATA Mediatrix
- Phones
- Cordless IP

3<sup>rd</sup> Party  
Applications

- Contact Center add ons
- Pridis

Voice Platforms  
Hybrid model

- OS Voice / OS 4K
- Cordless Enterprise
- Xpert

Product Attach  
Service Model

*Above are examples only – not a complete list*

# Portfolio overview – which products are supported

## Detailed mapping

PS = Professional Services  
GO = Global (Service) Operations

Package	Unify Office	Unify Video	Unify Phone	Cloud CC CXone	Cloud CEM*
Transition Package	Yes	Yes	As part of cloud deployment	No, Individual PS offer	No, Individual PS offer
Remote Transition Cloud	Yes	Yes	As part of cloud deployment	No, Individual GO offer	No, Individual PS offer
Options	Yes	Yes	Yes	No, Individual PS offer	No, Individual PS offer
Support Package	Yes	Yes	Yes w/out cost	Yes Up to 150 Agents	No, individual GO offer
Support Options	Yes	Yes	MACs	Yes	NO, individual Offer GO

\* CEM= Basic used for Service Tools onboarding

# Thank you!

For more information please contact: [Dirk Stohlmann](#)

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