

## Avaya IP Office Support & Maintenance

As an **Avaya** customer you have the right to the best support for your communication infrastructure. West Pier have been supporting & maintaining **Avaya IP Office** based phone systems and Data Networks for 19 years which means not only do we have a wealth of knowledge regarding Avaya IP Office but we have a large stock of legacy systems hardware including spare parts should your phone system or data network require them.

Our highly experienced team of engineers support Avaya systems for the Harwoods Group, JML, Pimlico Plumbing and Law Debenture and have an impressive amount of Avaya/Industry training and accreditation between them so you can be sure of receiving the highest quality service. West Pier Telecom is one of only 4 resellers across the UK to be awarded a [Customer Excellence Award](#) by Avaya for consistently achieving above average feedback from customers.



**AVAYA** Edge<sup>SM</sup>  
Sapphire

### Why West Pier?

#### Cost

- We will beat the cost of your current system support contract by a minimum of **10%**.
- Manufacturer loyalty discounts for upgrades to **Avaya** hardware and software.
- Inclusive free remote programming for additions, moves and changes.
- Competitively priced **Avaya** hardware and software licensing.
- Competitive engineering rates for additional chargeable work where applicable.
- Option to pay quarterly in advance or annually in advance with the benefit of extra discounts.
- Option to flexibly extend the term of the contract from one to five years with the added benefit of **up to 20%** discount for a five year contract and **10%** for a three year contract.

#### Reputation

- [West Pier](#) are an accredited certified **Avaya** silver partner and expert in Midmarket UC.
- ISO 9001:2000 accredited quality management system for specification, installation and maintenance of voice and data systems.
- Specialist in **Avaya** SME, Midmarket enterprise, multi-site and call centre configurations.
- Enthusiastic and experienced dedicated team of sales, service and technical staff.
- 4 hour response to major faults with 8 or 16 hour response to more minor issues.

- **Avaya** backed software assurance and IPOSS software support contracts.

## Experience

- 19 years of **Avaya** product knowledge combined with the experience in most complementary hardware and software products to enhance the functionality of the **Avaya** platform.
- Deep understanding of state of the art SIP, IP and MPLS as well as Legacy PSTN, ISDN networks.
- Dedicated **Avaya** accredited account management and engineering support.
- Extensive spare stock at central warehouse and remote sites throughout the UK.
- Disaster recovery options.
- Support for system vulnerabilities such as shell shock and heart bleed which could propose a threat to system security and stability.
- Software configuration and security procedures to prevent against toll fraud.
- Maintenance acceptance test.
- Remote management and reporting tools.



## Flexibility

- First-time-fix.
- Nationwide 24 hour support and maintenance with 24 hour helpdesk.
- 18 tailored levels of cover.
- Single point of contact.
- Manage service capability for non-**Avaya** equipment.
- Online email or telephone reporting functionality, with escalation process to senior engineering and technical management.
- Access to and management of network services, faults and escalations.

If you would like to discuss Avaya IP Office support & maintenance or any other telecommunications and networking options available to you then call us on 0844 264 5522 or email Matthew van Til ([matthew.vt@westpiertele.com](mailto:matthew.vt@westpiertele.com)). Visit our [website](#) or learn about our [Customer Excellence Award](#).