



Quarterly Business Review

Helps boost system availability and performance.



Overview

New software updates and releases are regularly provided by Cisco, Microsoft and Spanlink. These releases, while improving the performance of your solution, can detrimentally impact it if not applied correctly or to the correct versions.

As part of Spanlink's TotalCare support offering, the Quarterly Business Review will ensure that you receive the proper updates and releases to make your solution run smoothly. The Quarterly Business Review is a business and technical analysis of your Cisco Unified Communications and Contact Center solution. The Quarterly Business Review identifies gaps between your installed software versions as they compare to Spanlink's LifeSpan and Cisco's Golden Bridge versions, and provides you with the documented health of your solution, as well as recommendations. The review looks at items such as Cisco Service Releases, Maintenance Releases, Hot Fixes, Engineering Specials and Microsoft Patches.

Testing Your Solution and Providing Quarterly Feedback

As part of the Quarterly Business Review, Spanlink leverages best practices and measures your solution against key matrix points. These points verify the stability within your solution for assured business continuity. At the completion of each review, you are provided with documentation that touches upon the highlights and findings of the review, as well as suggested recommendations. As part of the Quarterly Business Review we analyze and provide recommendations on the following:

- System software versions
- System hardware configurations
- Solution wellness
- Opened and closed cases
- The usage of Spanlink Managed Services



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Quarterly Patch Installation

Once we have identified the patches and updates that your solutions require, with Spanlink TotalCare, Spanlink will provide patch installation services for you. These patches will be discussed and agreed upon during your Quarterly Business Review and installed on a quarterly basis. These patches include:

- Cisco Contact Center software patches
- Cisco Unified Communications software patches
- Microsoft servers or applications patches related to the Contact Center and/or Unified Communications software
- Updating Cisco IOS of gateways and routers to current supported levels
- Spanlink SolutionWatch software updates

Current supported levels may not necessarily be the latest version offered by Cisco or Microsoft. Spanlink will verify every patch before it is applied and ensure that it is compatible with the current versions and configurations of the solution being supported.

For More Information

If you have any questions regarding Spanlink's Quarterly Business Review or Quarterly Patch Installation, please contact your Spanlink Account Manager through SpeechConnect at 763-971-2001, and ask for them by name. If you do not have a Spanlink Account Manager, please contact us at 763-971-2000, and we will direct your call appropriately.