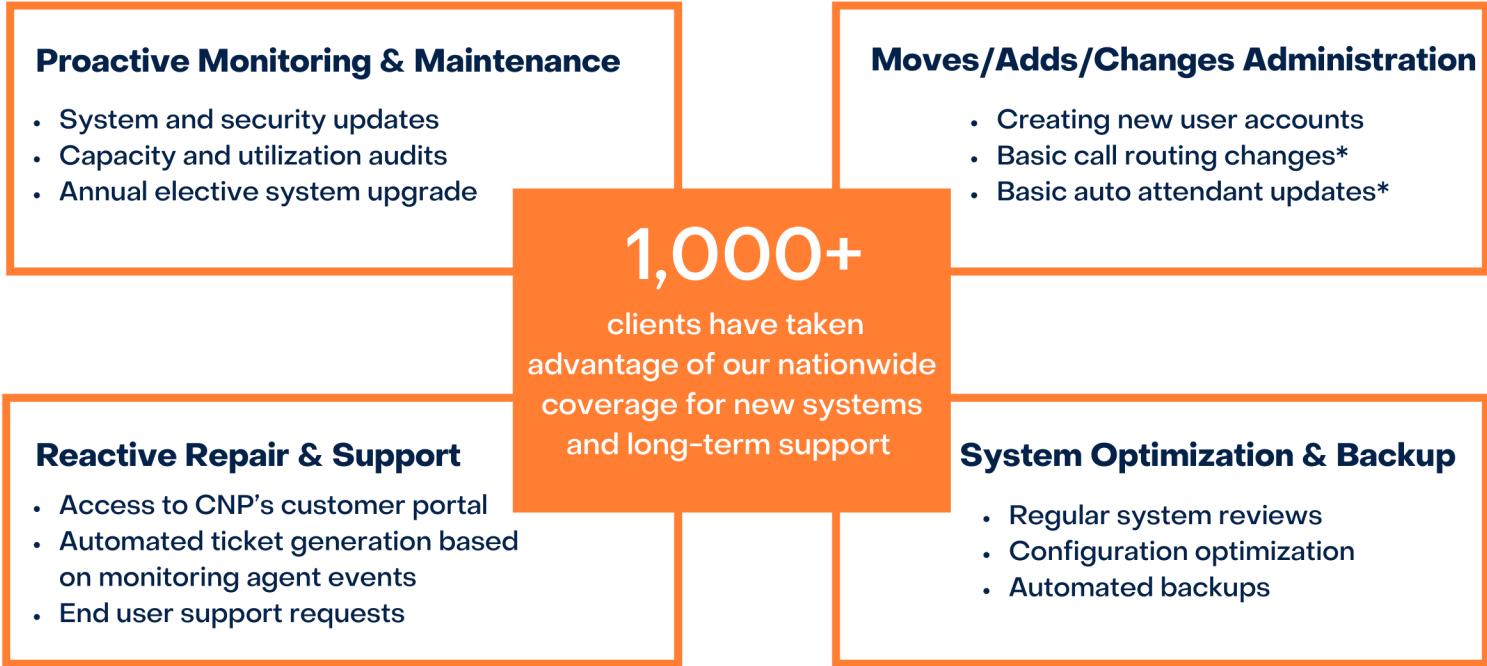


Layered on top of CNP's world-class Mitel maintenance and support, our Managed Administration & Services offering allows you access to our rich expertise and experience in designing, deploying, and managing unified communications solutions to help increase operational efficiency.

#1 Priority
of CIO's is increasing operational efficiencies **



Premier Standard Administration

Best for clients who have internal resources but don't want to manage their phone system on a daily basis.

CNP takes first call for basic changes to the system and provides support response to agent-reported events.

- Reactive support response based on system monitoring agent alerts
- Monthly support ticket/account review
- Basic Moves, Adds, Changes for user accounts

Premier Plus⁺ Proactive Administration
Includes everything in Premier

Best for clients who simply want to "get out of the business" of managing their UC platform.

CNP is engaged to proactively manage our client's environments, including backups, system updates, and utilization monitoring.

- Proactive system checks
- Monthly licensing usage review
- Regular system cleanup

*Does not include complex call routing change requests that require scoping and significant engineering time.

** Evanta CIO Leadership Perspectives. <https://www.evanta.com/resources/cio/infographic/2022-cio-leadership-perspectives>

| Managed Administration & Services | Premier | Premier Plus⁺ |
|---|----------------|---------------------------------|
| CNP Customer Portal Access | X | X |
| Reactive Management & Administration | | |
| Reactive support response based on system monitoring agent alerts | X | X |
| Remote support and monitoring agent | X | X |
| Monthly support ticket/account review | X | X |
| Take calls directly from end users | X | X |
| Moves, Adds, Changes, & Deletes for user accounts | X | X |
| Basic Moves, Adds, & Changes for call routing* | X | X |
| Direct coordination with business units regarding needs | | X |
| Proactive Management | | |
| Coordination with IT team regarding Windows and security updates and system patches | X | X |
| Coordination with IT team regarding network and QoS configuration | X | X |
| Proactive system checks | | X |
| Monthly licensing usage review | | X |
| Monthly trunking usage and capacity review | | X |
| Regular system cleanup (removing unused phones, users, etc.) | | X |
| Monthly review of Brightmetrics system report (for clients with Brightmetrics), and remediation of any found issues | | X |
| Annual elective upgrade | | X |
| System backups (via agent) | | X |

Benefits of CNP's Managed Administration and Services



**Access to
Unparalleled Expertise**



**Decreased
Administrative Overhead**



**Improved Customer
Support Channels**



**Enhanced
System Performance**

A leader in Unified Communications for over 22 years, CNP delivers and services on-premise, hybrid, and cloud-based unified communications solutions to help you create better customer experiences, enhance business agility, and collaborate with an increasingly more remote and mobile workforce. Our deep bench of tenured engineers and an unmatched track record of delivering long-term customer success means your UC system is in the best possible hands so you can focus on what matters most to your business.

Ready to leverage your unified communications system with CNP's Mitel Managed Offerings and Support? Reach out to your rep or contact us at the options below.

(888) 973-3737

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