



**XM**  
Connect

BROCHURE

# PROFESSIONAL SERVICES FOR XM CONNECT

EXPERTS FOR NEW SYSTEM DEPLOYMENTS & ONBOARDING

## DEDICATED PROFESSIONAL SERVICES FOR XMEDIUS PRODUCTS

XM Connect™ (formerly CX-E) is designed from the ground up with interoperability and ease of use in mind, but integrating it into your existing infrastructure, just like any major IT project, is a significant undertaking. XMedius has a team of dedicated experts whose sole job is streamlining the process and making sure you get the most out of your new system, either by supporting a reseller's certified technicians or taking full control.

In addition to PMI standards-based Project Management, XMedius Professional Services can provide initial Train-the-Trainer onboarding to get your senior IT personnel ready to administer the new system and introduce it to the staff at large.

## INCLUDED WITH A FULL DEPLOYMENT PROJECT:

### PROJECT MANAGEMENT

- › Detailed project planning
- › Project milestone documentation
- › Coordination of on-site installation resources

### SYSTEM INSTALLATION

- › Installation, configuration, and testing of new XM Connect system
- › Integration with customer's PBX environment (Note: no cabling or PBX configuration included)
- › Installing & Configuring
  - Call Servers
  - System Servers
  - Neverfail Secondary Server
  - Neverfail Tertiary Server
  - Additional Disaster Recovery Functions
- › Testing XM Connect applications to ensure proper functionality

### SYSTEM ADMINISTRATION OVERVIEW

- › Demonstrating basic XM Connect system maintenance and speech admin tasks

### TRAIN-THE-TRAINER

- › Training customer help desk staff, HR onboarding team, etc. to demonstrate telephone and graphical end user interfaces, including a detailed review
- › Designed to prepare the trainer for addressing common end user questions

### ALL XMEDIUS SOLUTIONS INTEGRATION

- › Full integration with other XMedius solutions (existing licenses or new): XM Fax and XM TeamQ



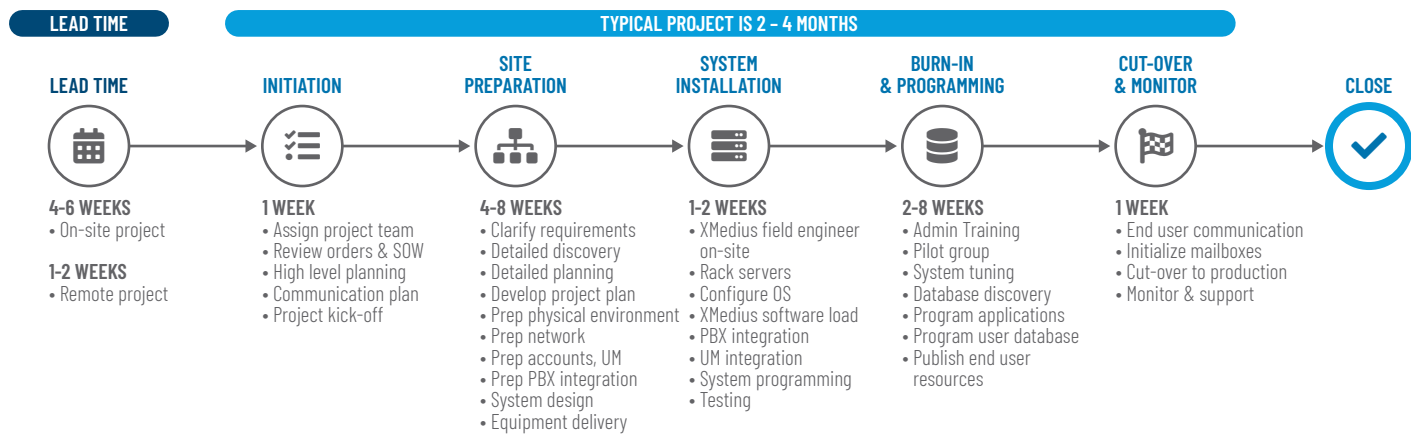
## OUR HIGHLY EXPERIENCED EXPERTS:

- › Over 100 years combined XM Connect experience
- › XMedius employees only. Subcontractors are never used
- › Resources based throughout the United States
- › XMedius applications are all we do; week in, week out

## PMI STANDARDS-BASED METHODOLOGY:

- 1 Initiation
- 2 Site Preparation
- 3 Installation
- 4 Burn-In
- 5 Cutover & Monitoring
- 6 Close

## A TYPICAL XM CONNECT INSTALLATION PROJECT:



## TWO OPTIONS FOR ONSITE ASSISTANCE:

### FULL PROJECT – MOST ASSISTANCE

- › Full project management for XM Connect deliverables
  - Project documentation
  - Direct customer interface (lead project meetings)
- › Scope covers the full implementation
- › No reseller on-site presence required
- › Fixed pricing with included travel & expenses

### DEALER ASSIST – MOST COST EFFECTIVE

- › Light project management
- › Field engineer on-site or remote assistance to a certified reseller technician
- › Narrow scope of a set number of days

## ABOUT XMEDIUS

XMedius is a global leader in the field of enterprise communications solutions. Its suite of enterprise-grade on-premises and cloud communications offerings enable businesses to benefit from secure unified communications and the ability to exchange sensitive and confidential data while meeting and exceeding regulatory standards.

For more information about XMedius and its products, visit our website.

[XMEDIUS.COM](https://www.xmedius.com)