

Zoom Professional Services



Implementing the right Zoom Phone or Zoom Rooms solution is critical to your success. Our Professional Services team (PSO) is here to help you get there with the right design and a cost effective implementation strategy. Collaborating with you helps us understand your needs so we can design and deliver the most practical solutions. Our team brings years of technical expertise, extensive field experience, and our proven methodologies to help you save time and money on your Zoom initiatives.

Our plans give you flexibility for as much hands-on assistance as you require. We are here to help you navigate every step of the process from design, development, and project management, to deployment and installation.



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Professional Services Overview for Zoom Rooms



ASSESSMENT & DESIGN

Professional Services for Zoom Rooms team will conduct a needs assessment of your existing conference room environment or new construction plans by working with your workplace operations, IT, and architectural firms to create a design based on our standard [Zoom Rooms Design Guides](#) or customized to meet your business goals.

GUIDED DEPLOYMENT

Our Technical Project Managers manage the entire process from project planning, site readiness validation, and work with your general contractor and your AV integrator to guide installation best practices.

FULL DEPLOYMENT

Full Deployment provides the benefit of PSO being your single vendor for the entire project to conduct the installation with our expert team of Technical Project Engineers.

All projects are provided with final as-built documents, completion photos of rooms, and an e-mail with instructional and support guides.



PROFESSIONAL SERVICES FOR ZOOM ROOMS

		Assessment & Design	Guided Deployment*	Full Deployment*
Assessment & Design	Needs Assessment	✓		
	Room Design & Equipment Lists	✓		
	Schematics & Elevations	✓		
Project Management	Detailed Project Planning		✓	✓
	Site Readiness Validation		✓	✓
	Install Best Practice Guidelines		✓	✓
Deployment Assigned Project Manager	Zoom Admin Portal Configuration		✓	✓
	Zoom Technical Project Lead On-site			✓
	Zoom Certified Installation			✓
	Zoom Rooms Provisioning			✓
	Testing			✓
	Setup Walkthrough			✓
	Implementation Documentation			✓

*Requires PSO approved design

Hardware Implementation

Zoom PSO has partnered with hardware resellers such as [ThinkFastTrack](#) to provide a seamless implementation experience. In addition, DIY kits can also be purchased. Please note that some Pro AV hardware requires Zoom PSO or AV integrator to install. Zoom Room designs utilize [certified hardware](#). We have also verified [compatible hardware](#) that works with Zoom Rooms.



Engaging Professional Services for Zoom Rooms

Work with your Zoom Account Manager to request Professional Services to conduct a needs analysis. Together, we'll customize the best services for your Zoom Rooms deployment and a Project Manager will review the service options with you.

If you're interested in ongoing services to manage your Zoom Rooms, be sure to check out our Managed Services.

Managed Services for Zoom Rooms



Managed Services from Zoom is a cost-effective way to reduce the complexity of your IT organization while delivering improved service levels to your end users and enhancing their productivity. Zoom Managed Services provides remote monitoring, 24/7 Service Desk, and Technical Engineers as a single point of contact to proactively monitor your system and address all questions and problems, taking full ownership from the moment it reaches us until it is resolved. Our Technical Engineers can be contracted to be on-site to provide Zoom Rooms readiness each day, troubleshoot, replace equipment, and provide system health reports. Our packages outlined below are designed to meet every business need.

MANAGED SERVICES FEATURES



Remote Monitoring

Managed Services will remotely monitor your Zoom Rooms devices such as the Zoom Room controllers, video and audio gear, alert you that they have been disconnected, and automatically open an incident ticket when alerts are pushed. Our system monitors CPU bandwidth and connectivity as well. A support agent will remotely troubleshoot and fix the issue or contact you to walk through the troubleshooting process.



Optional Remote Technical Engineers

Technical Engineers are your single point of contact for proactive monitoring and system upgrades as well as all questions and problems, taking full ownership from the moment it reaches us until it is resolved. Additionally, our engineers will provide portal configuration and setup, and meet with you regularly to provide usage and Zoom Rooms health reports.



Remote Management

We will review your devices for the latest software updates and work with you to determine the upgrade schedule, remotely push the upgrade, and verify it. In the event that an update causes a conflict, we can remotely downgrade.



Optional On-site Services

Technical Engineers can be contracted to be on-site to provide Zoom Rooms support.

- **Technical Engineer - On-site Services**
A project-based Technician can be dispatched on-site to resolve technical issues.



Global Service Desk

The Zoom Global Service Desk provides a single point of access for all requests. By taking ownership of those requests until their final resolution, Zoom's Global Service Desk solutions are delivered 24/7 from our operations management centers around the world.

- **Technical Engineer - Badged On-site Services**
Technical Engineers can be contracted to be on-site to provide Zoom Room readiness each day, troubleshoot, replace equipment, and provide system health reports.

MANAGED SERVICES OVERVIEW - ZOOM ROOMS

		Standard	Plus
Remote Monitoring & Management	Proactive 24/7 remote monitoring via Zoom Dashboard & Portal	✓	✓
	Ticketing for technical issues	✓	✓
	Upgrades of Zoom Rooms controllers and scheduling displays	✓	✓
	Zoom Rooms device firmware management remotely thru Zoom Portal	✓	✓
Global Service Desk	Global 24/7 availability		✓
	Remote control of PC via installed agent (Mac/Win)		✓
	Problem troubleshooting, device configuration		✓
	Escalation to Zoom Engineering		✓

Engaging Managed Services for Zoom Rooms

Work with your Zoom Account Manager to request Managed Services to conduct a needs analysis. Together, we'll customize the best service for your Zoom Rooms and a Project Manager will review the service options with you.

Professional Services Overview for Zoom Phone



ASSESSMENT & DESIGN

Professional Services will conduct a needs assessment of your current voice implementation at a company level, which can be done remotely or on-site. We assess your company architecture, location, user, support, and hardware requirements. Once completed, we present a company level design and implementation plan.

GUIDED DEPLOYMENT

Our Technical Project Managers manage the entire project, and work with your technical resources to conduct site surveys, perform system configuration, conduct testing, and provide cutover support while we provide guidance for implementing best practices.

FULL DEPLOYMENT

Full Deployment provides the benefit of PSO being your single vendor for the entire project to conduct the installation with our expert team of Technical Project Engineers.

All projects are provided with a post project assessment and a “run book” that details the project implementation.

PROFESSIONAL SERVICES OVERVIEW - ZOOM PHONE

		Assessment & Design	Guided Deployment	Full Deployment*
Number of Users/Locations		Any	Any	Any
Assessment & Design	Architecture Review & Design	✓	✓	✓
	Use Case Analysis	✓	✓	✓
	Implementation & Support Strategy	✓	✓	✓
Project Management Assigned Project Manager	Detailed Project Planning		✓	✓
	Porting and BYOC Migration		✓	✓
	Implementation Guidance		✓	✓
Deployment Assigned Project Manager	Data Review & Optimization			✓
	Network Readiness Review			✓
	Provisioning/ Configuration			✓
	Go-live Support			✓
	Final Documentation			✓

OPTIONAL SERVICES

JumpStart

This service is for customers that want a small, focused implementation for 1 location, with 1-200 users, where you'll gain experience and best practices for a Zoom Phone deployment from beginning to end. Upon completion of the project, you can determine if you complete the rest of the implementation or have Zoom's Professional Services team complete the deployment for you.

On-site

On-site services can be provided for several project tasks such as: assessment, design workshops, site surveys, hardware installation, cut-over support and consulting. Zoom's on-site team members can act as extensions of the customer's own on-site team

Agent Desktop Plus

Eliminate the hassle and expense of traditional on-premise contact centers with Zoom and Five9's award-winning virtual contact center (VCC) software, Agent Desktop Plus. A completely cloud-based contact center service, where agents can log in from anywhere using a computer, a headset, and a high-speed Internet connection to communicate with customers through the channel they prefer.

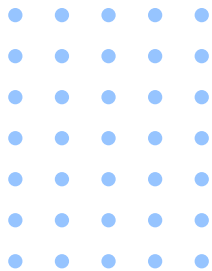


Engaging Professional Services for Zoom Phone

Work with your Zoom Account Manager to request Professional Services to conduct a needs analysis. Together, we'll customize the best service for your Zoom Phone solution and a Project Manager will review the service options with you.

If you're interested in ongoing services to manage your Zoom Phone deployment, be sure to check out our Managed Services.

Managed Services for Zoom Phone



Managed Services for Zoom Phone is a cost-effective way to reduce the complexity for your IT organization while delivering improved service to your end users and enhancing their productivity. The Zoom Managed Services team provides Dashboard Monitoring, notification of issues, a 24/7 Global Service Desk, user management and device management (MACD), and Session Border Controller (SBC) monitoring and management. A Technical Engineer will also be assigned to act as a single point of contact and address all questions and problems, taking full ownership from the moment it reaches us until it is resolved. Our packages outlined below are designed to meet every business need.

MANAGED SERVICES FEATURES



Monitoring, Management & Reporting

Our Managed Services team will monitor and manage your Zoom Phone system including dashboard monitoring, device monitoring, and call quality analytics and reporting.



User & Site Profile Management

Managed Services will remotely manage user moves, adds, changes, deletions, site profile changes as well as queue and auto receptionist modifications based on the covered users, sites/locations and associated devices, all via the Zoom admin portal.



Global Service Desk

The Zoom Global Service Desk provides a single point of access for all requests. By taking ownership of those requests until their final resolution, Zoom's Global Service Desk services are delivered 24/7 by our Global operations team. The Global Service desk will also provide 3rd party dispatch services for replacement and troubleshooting.



Optional SBC Monitoring and Management

Managed Services can provide monitoring and management services for your Session Border Controller (SBC).



Optional Technical Engineers

Technical Engineers are your focal point of contact for proactive monitoring, troubleshooting and upgrades as well as acting as an escalation point for questions and problems. Technical Engineers take full ownership from the moment it reaches us until it is resolved. Additionally, our engineers will provide bi-weekly monitoring and service desk reporting and meet with you regularly to provide you with Zoom Phone analytics and reports.



Optional On-site Services

Technical Engineers can be contracted to be on-site to provide additional Zoom Phone support services.

- **Technical Engineer - On-site Services**

A technician may need to be dispatched on-site for troubleshooting and hardware replacement.

- **Technical Engineer - Badged On-site Services**

Technical Engineers can be contracted to be on-site to be the focal point for your Zoom Phone solution. They act as an escalation point for Zoom Phone issues, questions and tickets. They also perform troubleshooting and provide proactive monitoring.

MANAGED SERVICES OVERVIEW - ZOOM PHONE

		Standard	Plus
	Number of Locations	Any	Any
Remote Monitoring, Analytics and Reporting	Proactive 24/7 remote monitoring via Zoom Dashboard & Portal	✓	✓
	Ticketing for technical issues	✓	✓
	Analytics (call quality, usage, device)	✓	✓
	Reporting (issue and usage reporting)	✓	✓
Global Service Desk	Global 24/7 availability		✓
	Problem troubleshooting		✓
	Portal configuration MACD (site profile, user, devices)		✓
	Device failure identification and coordination of RMA		✓

Engaging Managed Services for Zoom Phone

Work with your Zoom Account Manager to request Managed Services to conduct a needs analysis. Together, we'll customize the best service for your Zoom Phone solution.



For More Info



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