



PremiumDirect Plus

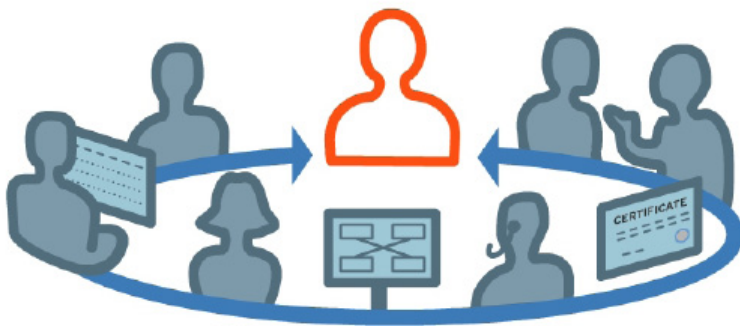
BENEFITS:

- Accurately predict future issues and risks
- Successfully plan for updates and upgrades
- Effectively prepare for changes in business needs and demands

At Crossbeam, we think of ourselves as your long-term partner; an actual extension of your team. Our goal is to ensure you are successful and you are able to support your organizational goals and business demands.

At the end of the day, people are the key to the success of any technology. That's why we developed the PremiumDirect Plus service program.

PremiumDirect Plus



Is PremiumDirect Plus Right for You?

- Are you responsible for maintaining the availability of mission critical applications?
- Do you have a complex or multi-application security environment?
- Does your organization experience rapid growth or continuous change?
- Are rapid responses and resolutions essential to your business operations?

If you answered "yes" to any of these questions, then PremiumDirect Plus is the only support option for you and your organization.








PremiumDirect Plus - Proactive Support

At Crossbeam, our greatest assets are our customers, partners and employees. In other words, it's about people. We believe that understanding and delivering on the needs of people drive success. To accomplish this, Crossbeam Professional Services developed and continuously delivers a personalization approach to consulting, support and education.

A personalized approach is when we become an extension of your team. Through this personalized approach we provide proactive support. Proactive support is the ability to accurately predict future issues and risks, successfully plan for updates and upgrades and effectively prepare for changes in business needs and demands. For this reason, we put together a package of services that when combined, ensure you are successful and you are able to support your organizational goals and business demands.

By adding PremiumDirect Plus to your Premium Direct service, you receive a complete package designed to support you in every way-every day 7x24!

Premium Direct Plus Services

	DESIGNATED SUPPORT ENGINEER
	With an in-depth understanding of your organization goals, network infrastructure and security environment the Designated Support Engineer provides proactive recommendations and support for upcoming releases, upgrades, configuration changes and software fixes. As a virtual extension of your team, the Designated Support Engineer is your single point of support who is responsible for ensuring the quickest resolution for all product-specific issues.
	DESIGNATED SERVICE ACCOUNT MANAGER
	The Service Account Manager is your single point of contact for your entire support team. The SAM possess detailed knowledge of your network infrastructure and business objectives, conducts regular reviews, and recommends preventive action plans for continuous operational improvement.
	SINGLE TICKET APPLICATION SUPPORT
	Provides a single-point of contact for all technical issues with the entire Crossbeam solution including our best-in-class application partners. Crossbeam owns and manages all technical issues and works with application partners until resolution.
	ON DEMAND CONSULTING
	As part of Crossbeam's proactive approach to support, PremiumDirect Plus provides On-Demand Consulting services. These services are designed for you to use as needed or based on advice from your virtual team.
	ON-DEMAND EDUCATION SERVICES
	Whether you are planning for a new hire or you want to upgrade your system, the On-Demand Education service is designed to be flexible for you to use as needed or based on advice from your virtual team.
	ASSET MANAGEMENT PORTAL
	Automate time-consuming, manual inventory and asset management tasks to increase staff productivity. Automatically collect and record the most up-to-date device inventory information including device name, software version, platform, serial number, and chassis inventory details for all devices managed.
	DESIGNATED TECHNICAL PHONE LINE
	The Designated Technical Phone Line reduces time to resolution and increases operational efficiency by providing direct access to your Designated Support Engineer and Service Account Manager.

For questions or more information regarding Crossbeam PremiumDirect Plus please contact us at ps@crossbeam.com

ABOUT CROSSBEAM

We improve the sophisticated networks of enterprises, government agencies, and service providers by architecting platforms that are more adaptable, high-performing, reliable, and secure.