Spectralink Professional Services - Wi-Fi

Ensuring it just works

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DEPLOY

OPTIMIZE

DESIGN

MANAGE

What are the components of Spectralink Professional Services?

Design. Once you've decided to execute an enterprise mobility solution, it can be tempting to rush ahead to implementation. But getting the right results requires more than just a rollout of new mobile devices and technology. It requires a thoughtful, strategic approach that maps the right technology to your specific business goals while helping you identify and prepare for potential challenges along the way.

Wireless network design services are recommended for all Spectralink wireless systems. These services are also helpful when expanding or relocating existing customer systems. Spectralink's Wireless Design Service factors environmental impacts on radio frequency propagation characteristics so that the wireless network is correctly designed before implementation to provide optimal support for wireless voice and data clients.

Deploy. We assess your needs based on your specific business goals, end-user requirements, and existing IT infrastructure environment and work with you to map out an effective strategy that brings together the right combination of mobile devices, applications, and technology.

Rely on Spectralink to implement your entire solution or parts of it. We offer multiple deployment services options: Onsite Facilities Evaluation, Onsite Implementation, Onsite Relocation Implementation, Onsite Expansion Implementation, and Remote Certification.

Optimize. We help put your strategy into action with a thorough implementation process that encompasses technology customization, installation, configuration, and testing, leveraging the expertise of our vast partner ecosystem to support and enhance workflows with industry-aligned apps and functionality.

As your partner, we're invested in the long-term success of your organization. So we continue to check in and work with you to ensure your mobile solution delivers the value and capabilities you need to achieve your goals, even as your organizational and business needs evolve.

As part of that commitment, we provide regular performance tuning to ensure that your mobile solution is measuring up to your goals and expectations while working with you to explore new opportunities and innovations that can further enhance your business capabilities and outcomes.

Manage. We work as a true extension of your team to provide day-to-day support and management services that help you maximize the value of your mobile tools and technology over time. We provide a full array of post-launch services that keep your devices, network, and software running smoothly, including industry-leading warranties and enhanced service offerings to augment support as needed.

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What we offer

WIRELESS NETWORK ASSESSMENT
Eliminate a critical mobility deployment risk

- With over 30 years of experience, we have found that 90% of businesses need Wi-Fi analysis and recommendations to optimize their wireless network performance.

- Review your network design, as designs done 3-5 years ago are not designed to support the surge in traffic from mobile apps. As a result, access points can get easily overwhelmed, leading to poor performance, including system instability, poor voice quality, and a frustrating user experience.

- Assess current wireless network coverage reliability. Are your remote users experiencing connectivity and voice quality issues when roaming? Is the network able to support current mobile applications, including clinical workflows, voice and video apps?

- Design for voice traffic. Voice traffic has a much lower tolerance for latency than data traffic does – your wireless network design needs to reflect that

- Future-proof your network. Build in the flexibility and scalability to evolve with your expanding wireless footprint

DEVICE MANAGEMENT SERVICES
Confidently deploy and manage your mobile assets

- EMM and Spectralink AMIE™ are the foundations for efficient Versity Deployment and Administration

- AMIE Consulting/Configuration

- EMM Consulting (for a Spectralink certified EMM)

- Configure and validate one NFC card or Master device for further device configuration

- Android zero-touch setup and initial enrollment to support virtually seamless device rollouts

PROJECT MANAGEMENT
Translate your requirements into a clear plan of action

- Identify required products, project milestones, resources, and measures of success while increasing transparency and alignment across business and technology stakeholders.

BUILD, STAGE, AND TESTING
Proven processes to streamline deployment

- New devices can take valuable time. Spectralink helps you streamline the onsite installation process, eliminating the need for your IT team to be diverted from their day-to-day tasks. We provide a variety of services:
  - Unboxing devices
  - Charging batteries
  - Inventory checks
  - Tagging assets, labeling
  - Installing software updates and new applications
  - Completing configuration steps
- Lab and QA Test set up
  - Remotely design and test provisioning process before scheduling onsite configuration
  - Spectralink expertise to remotely direct and help you work through issues - engaging you to proactively uncover and resolve issues to reduce risk of onsite configuration services.

- Finalizes phone configuration decisions
- Bundle includes: Box to deployment-ready services: EMM enrollment, AMIE registration, labeling, and organizing devices for deployment.
- Staff Augmentation once handset deployment becomes routine

END-USER ENABLEMENT
Train and support users to maximize solution adoption

- Administrator Technical Training

- End-User Computer-Based Learning

- Super User and/or End User Training
  - Live Instructor-Led in-person or video training on Spectralink devices for a group of Super Users and/or End Users in a classroom setting

- Deployment Planning and Go-Live Support
  - Deployment planning (# and type of end-users, units, locations)
  - "At the Elbow" Support to fuel user adoption
  - One-on-one in-person or live video "in-service" training sessions with Super Users and End Users

- Command Center support

Have questions? Visit us at Spectralink.com for more information.

About Spectralink

As an award winner in mobile technology, Spectralink has been transforming the way our customers work and communicate for 30+ years. Through our determination to do extraordinary things, we enable mobile workforces and empower our customers and partners to explore what's next, what's possible. With our enterprise grade, best-in-class mobile solutions, we are with our customers wherever they work, however they need us. Our people, commitment to innovation and our passion are our foundation for success.

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