



# Managed Services: Tier 1 and Tier 2 Support

## For Network Edge Orchestration



### Overview

The Ribbon Managed Services offering helps fill in operational execution gaps for UC service providers. Using a standard “build, operate, transfer” model, we’ll work with your business to identify key roadblocks delaying time to market, facilitating a faster path from idea to service/feature delivery.

One of the core components of our new Managed Services is Tier 1/Tier 2 Support.

### Tier 1 and Tier 2 Managed Services from Ribbon

For years, Ribbon has made the support process easier by offering Network Edge Orchestration solutions. With the combination of EdgeMarc Intelligent Edges and the EdgeView Service Control Center, service providers gain the visibility necessary to address issues proactively.

Ribbon already offers Tier 3 support services for Network Edge Orchestration customers. At Tier 3, expert-level product knowledge and technical understanding are essential. If Tier 1 and Tier 2 representatives couldn’t resolve a support ticket, with this service, the Ribbon team would take over and identify root causes of issues with equipment, code, or configurations.

Now, with Tier 1 and Tier 2 included in Ribbon Managed Services, we will be able to support you and your team for all escalation items pertaining to our products and services.

### How It Works

Tier 1 and Tier 2 services aren’t offered in a cookie-cutter program. Instead, we work with UC service providers to identify the specific technical tasks that must be outsourced for maximum efficiency.

- Tier 1 and Tier 2 resources can leverage Ribbon Communications with their end user support tickets, eliminating the need for your own contact center
- The tickets can be transferred to Ribbon Communications reps for remediation
- We provide reporting on all the tickets submitted and resolved by the Ribbon Communications team
- Ribbon oversees the EdgeView Service Control Center to monitor and troubleshoot accordingly.

With Tier 1, Tier 2, and Tier 3 Support included in Managed Services, you get all the benefits of Network Edge Orchestration without the time-to-market delays that come along support training before delivering new products.

**Contact Us**

We are here to help. Let us know if you are interested in a quote or if you have any questions.