

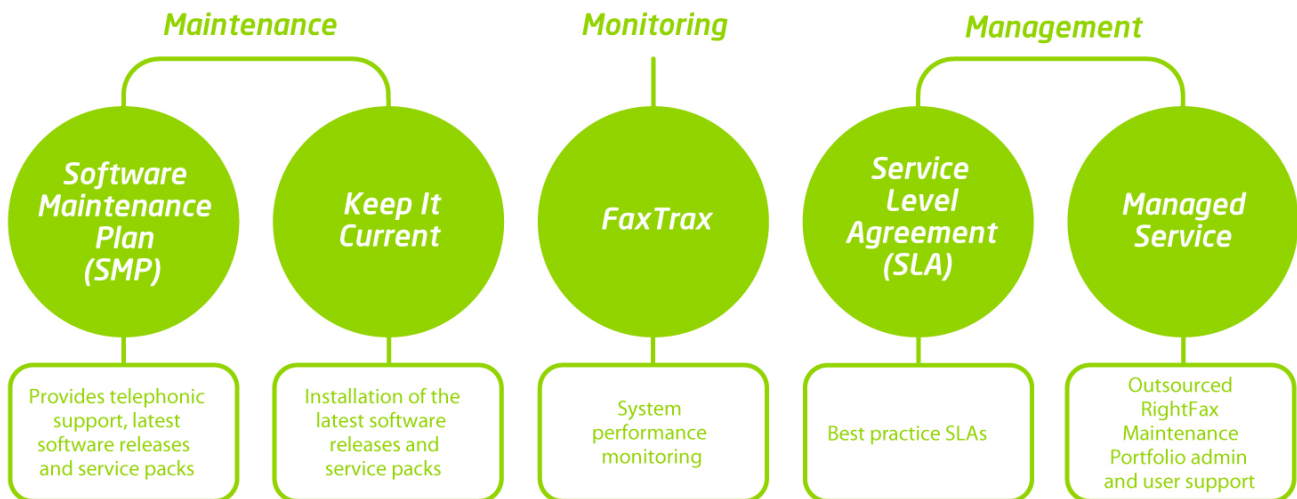
Monitor and manage your fax environment

Gain complete peace of mind with the RightFax Services Portfolio

overview rightfax services portfolio

- > Select the services you require to keep your RightFax Services Portfolio server running optimally
- > Increase customer satisfaction by maximising application availability, reliability and stability
- > Gain access to complete technical application support offered by Y2K Telecom
- > Reduce the cost of ownership of your software applications
- > Ensure your system benefits from the latest software application functionality security, performance, and more
- > Gain peace of mind by securing your system's ability to grow with new demands

Structure



Product overview

RightFax Services Portfolio remotely monitors and manages RightFax servers and software, ensuring business continuity and best practice environments. RightFax Services Portfolio provides diagnostics, alerts and connectivity to ensure customers' RightFax systems are healthy and functioning properly.

ensure business continuity

with comprehensive remote monitoring

Y2K Telecom Limited is a leading telecoms operator, providing voice, data and collaboration services to the southern African market.

Y2K CONNECT GET CONNECTED telecom

Maintenance

Software Maintenance Plan

The Software Maintenance Plan (SMP) programme provides full software maintenance for your OpenText RightFax system. SMP helps to maximise the benefits of your solution through continuous software improvements and proactive service. This ensures optimal software performance, continued stability, and on-going compatibility, which equates to increased customer satisfaction and smooth operations.

OpenText SMP provides:

- Software Updates: Access to all latest product upgrades, maintenance releases, patches, and documentation.
- Standard Support Services: Support services during standard working hours by telephone, e-mail, fax, or on-line via the OpenText Knowledge Centre. This service is provided through Y2K Telecom in South Africa, with escalation to OpenText.

- OpenText Knowledge Centre: Provides a shared knowledge base for subscribers to SMP. The Knowledge Centre can be accessed at <http://knowledge.opentext.com>.

Keep It Current

The Software Maintenance Plan (SMP) programme entitles you to full software maintenance for your OpenText RightFax system, but does not include installation of the software. Keep It Current is a service offering that securely and remotely installs the latest RightFax software releases and versions. Only certified RightFax engineers are allocated, and the installation takes place in line with RightFax Services Portfolio best practise recommendations. The advantages of regular updating of RightFax software include bug fixes, security updates, 3rd party software integration and better features and functionality. Keep It Current is the cost effective way to make the promise of a RightFax SMP a reality, and is a natural complement to your SMP programme.

Monitoring

FaxTrax

FaxTrax remotely monitors your RightFax servers and software to ensure business continuity and best practice environments. The remote management solution allows Y2K Telecom to:

- Monitor system and application performance

- Offer advanced reporting and analysis of the environment
- Access and securely manage servers anywhere to:
 - Troubleshoot and resolve issues
 - Deploy software and service releases

Performance is monitored against defined performance thresholds established by the user.

Management

Service Level Agreement

Y2K Telecom Service Level Agreements (SLA) cater for medium enterprises all the way up to large multi-site corporate customers and their diverse requirements. Deploying and maintaining advanced RightFax solutions can be complex, involving many technical decisions. Maximizing investment and ensuring end-user adoption of RightFax software solutions requires the experience of individuals who have successfully implemented technical deployments and understand the process.

All of the services delivered under the SLA program are developed and delivered within the ITIL framework. All members of the Technical Services team are ITIL certified. Y2K Telecom is an OpenText Platinum Authorised Service Partner for RightFax.

Managed Service

Y2K Telecom Managed Service Agreements enable customers to outsource the management of their RightFax servers to Y2K Telecom. Developed for companies who lack the skills or resources to manage their own in house RightFax infrastructure, our Managed Service offering ensures that our customers realise the full value and benefits of their investment. Y2K Telecom specialists will remotely provide technical administration of your RightFax server.

Tasks performed include:

- Daily, weekly and monthly system maintenance
- User, group and system administration
- Daily and monthly reporting
- Documentation
- Training