

# Spok Service Catalog

Version 8.2

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## Purpose

The purpose of this document is to outline the menu of services provided by Spok Technical Support under the standard and premium maintenance plans. Services outside the scope of these plans are the responsibility of the customer. Alternatively, these services may be provided by Spok Professional Services Group (PSG) on a time and materials basis.

All services outlined in this catalog will be fulfilled in accordance with the Spok Prioritization Matrix found in the Spok SLE.

Name	Description	COVERED UNDER STANDARD SUPPORT PLAN	COVERED VIA PREMIUM PROGRAM	OFFERED VIA PROFESSIONAL SERVICES	CUSTOMER RESPONSIBILITY
Issues / Problems					
	Work with call center supervisors, managers and IT staff to resolve system issues	✓	✓	-	-
	Resolve problems related to normal system usage in a production environment	✓	✓	-	-
	Problems requiring a product correction by Spok (as outlined by the Service Level Expectations document)	✓	✓	-	-
	Resolve hardware issues on customer owned infrastructure and integration points (eg. Windows Servers, Call managers, workstations, etc.)	-	-	-	✓
	Resolve problems related to misuse, unplanned, or unauthorized changes by a customer	-	-	✓	✓
	Provide on-site Support (costs will apply)	-	-	✓	-
	Support of planned changes	-	-	✓	✓
	Installation, implementation and configuration of new functionality or workflows	-	-	✓	-
RMA					
	Resolve or replace (Advanced RMA with signed RMA from Customer) hardware provided by Spok and covered under the Spok maintenance contract (eg. Digi port server, Multi Tech modems, etc.)	✓	✓	-	-

Name	Description	COVERED UNDER STANDARD SUPPORT PLAN	COVERED VIA PREMIUM PROGRAM	OFFERED VIA PROFESSIONAL SERVICES	CUSTOMER RESPONSIBILITY
Questions					
	High level questions related to applications not currently purchased by the customer; in-depth questions are referred to sales	✓	✓	✓	-
	How to questions related to the use of Spok's applications being used within the customer's production environment not constituting a process of full application training	✓	✓	✓	-
	Evaluation consulting engagements or best practices development related to emergent business needs	-	-	✓	-
Training					
	Consulting services to analyze workflow, solution optimization and end user adoption	-	-	✓	-
	Provide customer specific end user product training	-	-	✓	-
Spok Configuration & Change Requests					
	Changes that have a material impact on your original implementation and require a thorough test plan and/or training.	-	-	✓	-
	HL7 Conversions	-	-	✓	-
	Integration Changes or modifications	-	-	✓	-

Name	Description	COVERED UNDER STANDARD SUPPORT PLAN	COVERED VIA PREMIUM PROGRAM	OFFERED VIA PROFESSIONAL SERVICES	CUSTOMER RESPONSIBILITY
	Database loads and conversions	-	-	✓	-
	Changes to phones	-	-	✓	-
	Enterprise changes to customer dial plans (such as area code changes)	-	-	✓	-
	New gateways to Spok Fusion or Spok Messenger	-	-	✓	-
	System-wide updates to pagers	-	-	✓	-
	Paging provider changes	-	-	✓	-
	System-wide updates to pagers	-	-	✓	-
Customer Environmental Changes <sup>i</sup>					
	Structural changes, PBX upgrades or programming changes <sup>i</sup>	-	-	✓	- <sup>ii</sup>
	Support of Virtual and Physical Server Moves (Spok will not physically move the servers) <sup>i</sup>	-	-	✓	-
	Call Center consolidation, integration or merging <sup>i</sup>	-	-	✓	-
	Operator call center redesign (e.g. move) <sup>i</sup>	-	-	✓	-
	Operating system upgrades to the workstations in which the Spok software is installed <sup>i</sup>	-	-	✓	-

Name	Description	COVERED UNDER STANDARD SUPPORT PLAN	COVERED VIA PREMIUM PROGRAM	OFFERED VIA PROFESSIONAL SERVICES	CUSTOMER RESPONSIBILITY
	Upgrades to third party systems to which Spok integrates (refer to compatibility matrix in Spok Knowledge) <sup>i</sup>	-	-	✓	-
Patch Installation					
	Microsoft O/S patches on servers or PCs	-	-	✓	✓
	Microsoft SQL patches on server(s)	-	-	✓	✓
	Oracle patches (Smart Suite only)	✓ (during normal business hours)	✓ (outside of normal business hours)	✓ (Standard outside of business hours)	-
	RedHat Linux patches (Smart Suite only)	✓ (during normal business hours)	✓ (outside of normal business hours)	✓ (Standard outside of business hours)	-
	Spok patches	✓ (during normal business hours)	✓ (outside of normal business hours)	✓ (Standard outside of business hours)	-
Assistance Request					
	Application restarts after customer reboot	✓ (during normal business hours)	✓ (outside of normal business hours)	✓ (Standard outside of business hours)	✓
	Console application re-install (1 training assist per site following implementation)	✓	✓	✓	✓
	Creation of customer-specific package, image and MSI	-	-	✓	-

Name	Description	COVERED UNDER STANDARD SUPPORT PLAN	COVERED VIA PREMIUM PROGRAM	OFFERED VIA PROFESSIONAL SERVICES	CUSTOMER RESPONSIBILITY
	Call center PC replacement/hardware refresh console re-installation	-	-	✓	-
	Console migration to a new Windows operating system <sup>1</sup>	-	-	✓	-
	New paging vendor setup	-	-	✓	-
Environmental & Workflow Consulting					
	Database Administration	-	-	✓	✓
	Group/code setups for activities such as list page or emergency page	-	-	✓	✓
	Emergency Procedures	-	-	✓	✓
	Creation of scheduled custom SQL reports	-	-	✓	-
	Assistance with SSL certificate renewal (during Spok's normal business hours)	✓	✓	-	✓
	Creating business continuity or disaster plans	-	-	✓	✓
	Environmental System security scans - interpretation and mitigation	-	-	✓	✓
	Configuration and implementation of customer-generated monitoring tools	-	-	✓	✓
	License keys for Spok Messenger/Spok Fusion (relicensing)	✓	✓	✓	-



Name	Description	COVERED UNDER STANDARD SUPPORT PLAN	COVERED VIA PREMIUM PROGRAM	OFFERED VIA PROFESSIONAL SERVICES	CUSTOMER RESPONSIBILITY
	Reboots for Linux based servers	✓ (during normal business hours)	✓ (outside of normal business hours)	✓ (outside of normal business hours)	-
	Work with customers in adding Spok to their enterprise back-up application	-	-	✓	✓
	WiFi coverage wireless assessment	-	-	-	✓
Other general services					
	Basic alerting of critical system functions (i.e., page failures, low disk space, etc.) Smart Suite only	✓	✓	✓	✓
	Enhanced system monitoring 7x24x365. Smart Suite only	-	✓	-	-
	Access to support management 7x24x365	✓	✓	-	-
	Ability to submit support incidents via Spok Community (web) or phone	✓	✓	-	-
	Web portal access to user manuals, training videos and knowledge base	✓	✓	-	-
	Monthly support reports	-	✓	-	-
	Monthly (or recurring) calls with customers and Spok management to review support services	-	✓	-	-
	Adherence to customer maintenance windows (for system changes, reboots and patching)	-	✓	✓	-

Name	Description	COVERED UNDER STANDARD SUPPORT PLAN	COVERED VIA PREMIUM PROGRAM	OFFERED VIA PROFESSIONAL SERVICES	CUSTOMER RESPONSIBILITY
	Diagram of infrastructure setup	-	-	✓	-
	System Healthcheck	-	-	✓	-

<sup>i</sup> Spok product compatibility considers many different system and environmental factors, including but not limited to:

- Spok product versions
- PBX vendor and contact center versions
- Windows server and desktop OS versions
- Spok CTI version
- Third-party product versions (SQL, Java, TAPI, etc.)

If you **plan to change any Spok components or integrated products** (such as, PBX manufacturer, model, version, or patch package; server OS; desktop OS; SQL version; etc.), open a case with Spok Support to discuss your plans at least four weeks before the planned change. Including Spok in your planning is the best way to avoid unexpected downtime and/or emergency Spok Professional Services engagement requests.

Depending on the scope, complexity, and requirements of the project, Spok Professional Services may be needed to support the project, to ensure a successful change, and to minimize any downtime.