

VIDEO SUPPORT SERVICES	SKC Managed Services with Partner Maintenance	SKC VNOC Help Desk	Manufacturer Partner Maintenance
8X5 Unlimited Access to Technical Experts	x	x	x
Extensive Troubleshooting of Entire Video Environment	x	x	x
End User Training	x	x	x
24X7 IP Test Sites	x	x	x
End User Access to Help Desk	x	x	x
Access to Software Updates	x	x	x
Next Business Day Hardware Advance Replacement	x	x	x
Survey for Customer Satisfaction Feedback	x	x	x
24X7 Unlimited Access to Technical Experts	x	x	
Dedicated Support Level Phone Line	x	x	
Remote Training	x	x	
Monthly Software Update Alerts via Web Link	N/A	x	
Software Updates Executed by SKC Technician	x		
Proactive Equipment Monitoring	x		
Monthly Review Meetings	x		
Customized Utilization Reports	x		
Scheduling and Call Management Services	x		
Concierge and White Glove Call Support	x		
Port Overflow for Increased MCU Capacity	x		
VPN Access	x		