

# Fixed Cost UC Upgrade



## Scope

This service enables you to upgrade your UC platforms to the latest release with minimal internal impact. All upgrades are performed by experienced professionals, quickly and efficiently.

## Benefits/Outcomes

Upgrading your UC platforms comes with many advantages. Enable new features, benefit from bug fixes, and get the latest security patches.

By allowing our team to complete all the upgrades you can be assured that the process will go seamlessly with minimal disruption to business systems and without taking your IT staff away from their key responsibilities.

## Assumptions

- Customer will provide Tesrex consultants with unmetered and unrestricted administrative access
- Any Endpoints registered to the Cluster will need their firmware checked and if necessary upgraded so they compatible with the new Cluster versions.
- Any 3rd Party applications integrated with the cluster will need to be checked and if necessary upgraded so they compatible with the new Cluster versions.
- Customer will provide all existing documentation pertaining to the platforms
- Customer will assist with necessary connection, service accessibility and any other deemed necessary testing
- Each change window cannot exceed a maximum of 8 hours
- All work will be delivered remotely, unless there is a absolute necessity which may jeopardize the success of the project
- Each platform will be configured AS-IS; this means no change in the existing configuration will be made unless agreed to further advance the projects intended requirement.
- No additional feature sets will be enabled or disabled unless agreed upon by the customer.

## Deliverables

- Initiate Kick-off meeting with customer to understand their cluster's environment, use cases and expectations of the platforms they are looking to upgrade.
- Perform an assessment of the current platforms to identify any existing dependencies so we can uncover any integrations that may hinder the integration process. This may be Webex Cloud, Call Recording Applications, Voicemail, Chat, Jabber etc.
- Configure any endpoint or client devices to support registration
- Complete configuration in a maximum 3 working days depending on the size of the cluster.

## Cost

**250 - 750 users: £5,000**

(Add £1,500 for High Availability (HA) Environments)

**751 - 1250 users: £7,500**

(Add £1,500 for High Availability (HA) Environments)

## ► Get an email quote

If you are interested in our Fixed Cost UC Upgrade, please don't hesitate to let us know. You can either request an email quote that is personalised to what you need, or you can arrange a call with a member of our team. Please choose an option below:

Email quote

Arrange call

## ► About Tesrex

We're a team of Cisco specialised IT consultants and solution providers based in London. Our goal is to accelerate the adoption of next-generation technologies in the organisations we work with. Everything we do at Tesrex comes down to our ethos; Design. Deliver. Nurture. This core ethos shapes every experience our clients have while working with us.

As a company, our roots first sprouted in San Francisco, USA before we started working in the UK in 2016. Since then we have built a highly-skilled team with diverse knowledge so we can efficiently solve any challenge a customer presents to us and exceed expectations.

Want to talk? Reach out!

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