

## COLLABORATION

Level 8 Technology is a full service IT firm that provides converged IT infrastructure to a broad spectrum of business, education and government markets. Level 8 is a Class A contractor in multiple states, and with converged IT at the core of its business they handle everything from structured cabling to wireless, network hardware, IP security, VoIP phone systems, and print solutions, as well as the ongoing support organizations require everyday.



### The Challenge

As a consulting and systems integrator focused on open source solutions, Level 8 was looking for a commercial organization with the expertise and engineering capabilities required to ensure the quality and availability of their sipXcom solutions. Level 8 partnered with eZuce, the primary development team behind sipXcom, to provide this guarantee.

### The Solution

eZuce provides level 3 and engineering support to partners implementing unified communications solutions based on sipXcom. The support comes in the form of service level agreements (SLA) with the partner that allow them to guarantee response times and resolution of sipXcom technical issues. This includes technical expertise from a 24/7/365 Technical Assistance Center (TAC) and software fixes and maintenance delivered by an experience team of developers. eZuce wraps this support and maintenance in guaranteed SLAs to expedite and minimize customer impact in the event of a service disruption.

### The Benefits

- Enables partners to provide an additional level of customer assurance
- Guaranteed response times and time to resolution required by enterprises
- Expert technical assistance and software remediation by sipXcom core developers and technicians
- Extends commercial support to open source software
- Provides incremental revenue opportunities for partners

“ Our partnership with eZuce has allowed us to provide support and service offerings to our sipXcom customers that ensure the reliability and availability of the software. eZuce engineers develop most of the sipXcom code which gives us confidence that carries over to our customer relationships. We also offer eZuce Uniteme to customers looking for a commercial communications solution. ”

Brit Becker, CEO