

# Acclaim Hardware Maintenance



## IVR Managed Services

More and more companies are adopting a Managed Services support model for their on-site IVR systems. These services can range from on-call application support to complete turnkey management of their IVR systems. Acclaim Telecom Services provides a dedicated management and development team working to achieve one goal: to maximize your IVR system performance.

We offer a wide array of Managed Services solutions for your on-site IVR systems including:

- Turnkey IVR application development and support services
- Grammar and VUI tuning
- Call flow ergonomics and application tuning
- Remote monitoring and systems management
- End of life IVR system support during legacy application migrations

Acclaim Telecom Services can develop and deliver a custom, cost effective Managed Services offering to the exact needs of your company without breaking the bank.

## IVR Extended Life Maintenance

In many cases, Acclaim Telecom Services can help you protect your equipment investment and extend the operational life of your existing IVR system. We offer IVR system maintenance programs that are more flexible and less expensive than those of IVR system manufacturers.

Manufacturer discontinued system maintenance? Acclaim Telecom Services can add years to your system's life and delay additional capital equipment expenditures. We offer technology upgrade paths for many systems.

Acclaim Telecom Services supports a variety of the most popular IVR systems and operating systems.

## Choose the Right Program for You

Acclaim Telecom Services offers three services levels to meet your needs

- Standard 8 X 5 Hardware Maintenance Program
- Extended 8 X 5 Hardware Maintenance Program
- Assured 24 X 7 Hardware Maintenance Program