Expand your Unify capabilities & opportunities

As the pace of technology change continues to increase, it can be challenging to keep your skills up to scratch with your customer's business requirements – after all, your customer expects YOU to be the expert.

To ensure you can stand up in front of your prospect or existing customer confidently, you need to continually make investments in skills, training and resources – that's where Arrow Assist comes in.

Post-sales support for Unify OpenScape Office and OpenSCape Business. Contact us for a quote.

How we can help

We have designed Arrow Assist to provide Unify authorised partners support for OpenScape Office and OpenScape Business. For platforms that are no longer supported by Unify (for example, HiPath 3000 as of the end of July 2015) we will extend best effort to support our partners. In the event that an Arrow Unify specialist cannot resolve the escalation directly and the partner holds a valid Arrow Assist contract, our team will leverage our back-end vendor support agreement to provide best-in-industry support.

What's covered?

> Real time access to the Arrow's Unify Specialists
> Access to the Arrow Web Ticket support portal for submitting and tracking support tickets
> Product support and troubleshooting with potential vendor escalation
> First-class implementation, management and programming assistance
> Advance arrangement of resources available
> Superior support on 'out of warranty' Unify versions
> Available only to Arrow ECS ANZ Partners
> 2 hour response time during standard business hours

How it works

For business partners that purchase complete new OZBiz platforms from Arrow ECS ANZ including associated licenses and entitlements, Arrow extends complementary Arrow Assist support providing the site has a valid Unify 'Software Support' contract in place.

Arrow does not extend complementary support for OZBiz, HiPath3000 and OpenScape Office platforms and/or licenses or entitlements purchased from another distributor or partner.

If support is required for a platform that Arrow did not originally supply, an Arrow Assist contract must be purchased for a yearly or hourly term before support can be extended.

Contact your local Channel Development Manager for a quote for Arrow Assist for Unify.