CISCO WEBEX SUPPORT CENTER REMOTE ACCESS DELIVERED BY LEVEL 3

PROVIDE QUALITY SUPPORT TO UNATTENDED COMPUTERS NEARLY ANYWHERE IN THE WORLD

Solve customer support and internal IT help desk problems quickly and easily — right from your browser. Boost productivity and improve customer satisfaction with Cisco® WebEx® Support Center Remote Access delivered by Level 3. View and control any attended or unattended remote device as if you were on site— despite firewalls and distances.

Use WebEx Support Center Remote Access to enable your helpdesk reps to perform remote service and maintenance task on remote systems in real-time, through most firewalls – and without employee presence. Troubleshoot and maintain remote computers from anywhere and cut the cost of travel. Manage company hardware and software proactively and reduce scheduled maintenance delays. Take advantage of multiple levels of security and granular access controls to ensure that access is limited to authorized personnel.

Business Solutions

Gain an edge over your competitors: Differentiate yourself by offering customers superior support. Keep remote computers, servers, and other devices highly available without customer involvement. Set up to three authorization levels to protect remote devices from unauthorized access. Establish highly competitive service level agreements (SLAs) by improving efficiency with WebEx.

Deliver high-quality service for less: Manage thousands of computers distributed over various customer sites or networks—without costly service visits. No need to invest in new hardware or software. Replace expensive and inefficient dial-up and private network solutions with secure web-based access. Record sessions for audits and learning.

Count on Cisco and Level 3 for secure, scalable WebEx service: WebEx services are delivered on-demand over the global Cisco WebEx Collaboration Cloud. No new software or hardware is required, making these services easy to implement and scale as your needs change. The WebEx Collaboration Cloud offers better than 99.99% reliability, as well as robust security, to meet your strict requirements. Your session content is never stored on our servers, and 128-bit SSL and 256-bit AES encryption supports privacy during transmission. WebEx services are stringently audited against ISO-17799 standards with compliance details provided in a SAS 70 Type II report and other third-party security reports.

COLLABORATION

Connecting geographically dispersed employees, customers, partners and suppliers around the world at a moment's notice has never been easier.

Level 3's Collaboration Solutions offer a suite of audio, video and web-conferencing services that help you boost workplace productivity while maximizing your organization's time, resources and global communications.

Level 3 lets you meet with confidence using a web conferencing service that is simple, intuitive, highly reliable and makes it easy to host or join a meeting.

Technical Features / Capabilities

- Keep pace with rapid changes in technology, software licensing, and regulatory issues.

- Provide proactive support during application, OS, or hardware upgrades.

- Eliminate costly field visits while increasing customer satisfaction and retention.

- Deploy regular updates and security patches or respond and fix problems in less time.

- Access systems securely from any web browser.

- Manage remote computers through most firewalls.

- Keep systems up and running with tools that include file transfer and application control.

- Set passwords at the site level, group level, or individual computer level.

- 128-bit SSL and AES encryption supports private and secure support and maintenance calls, and no data is ever stored on our servers.

- Black out the local machine's screen for added privacy while your technical support rep is working remotely.

- Technicians can easily access mission-critical systems nearly anywhere, anytime, from any web browser.

- Transfer files and reboot and reconnect as needed to resolve problems rapidly.

- Invite a subject matter expert to assist with complex issues, and share the same view of the desktop.

- Support multiple computers – up to thousands

- Tailored for the Windows OS

- Localization for nine languages

- Built-in chat

- Comprehensive Session Logs

- Record, edit and play back remote sessions

- Drag-and-drop functionality for file transfers

Why Choose Cisco WebEx Delivered by Level 3?

We Own Our Network: The collaboration network is the same telecommunications network used by data and voice customers. This means you can leverage existing VPN and voice networks for operating expense savings.

Universal Experience: We make a concerted effort to offer a consistent user experience everywhere you connect.

Strong Inter-carrier Relationships: We have the advantage of lever- aging our existing carrier volumes and relationships globally for aggressive pricing solutions, quicker service delivery and faster trouble resolution.

Tenured Team: The long tenure of the average Collaboration Services team member means you benefit from our industry expertise and premium customer service.

Superior Call Quality: Ditech echo canceller architecture installed as network augments support enhanced and superior international call quality.

Disaster Avoidance Strategy: We support you with load balancing, dual provisioning, failover, and alternate routing to other bridges.

Extended Reach: We can provision toll-free numbers in a large number of countries to support a comprehensive and turnkey solution.

ABOUT LEVEL 3

We build, operate and take end-to-end responsibility for the network solutions that connect you to the world. We put customers first and take ownership of reliability and security across our broad portfolio.

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DATA NETWORKS | SECURITY | CONTENT DISTRIBUTION | DATA CENTERS | APPLICATION PERFORMANCE | VOICE | UCC