



Refreshing a customer's Call Recorder can be a daunting task; it may be that the hardware operating system is no longer supported by Microsoft (XP, Server 2003), the customer wishes the Call Recording server to be rack mounted where currently it is on a Tower Server or the customer has outgrown their current servers capacity. To make this transition as easy and cost effective as possible Xarios would like to offer the following options for refreshing Xarios supplied Call Recorder server hardware.

5 YEAR SUPPORT CONTRACT

Upon signing of a new 5 Year support contract, Xarios will;

- Provide a replacement Dell server with Microsoft Windows 2012 operating system
 - This Replacement is on a like for like basis, so if the site currently has a Tower Server then a Tower server will be supplied (Please see upgrade options to upgrade the server from its current chassis)
- Replace any obsolete PCI voice cards originally supplied by Xarios
- Upgrade the Call recorder to the latest version applicable to the customer
- Transfer historic call recordings to the new hardware
- A Xarios engineer will attend site to install the new hardware (where required) during normal working hours (9am – 5pm, Mon-Fri). If installation is required outside of these hours then an additional surcharge of £195 (Trade) will apply There is a one off administration fee of £250 (Trade), No multi-Year discounts are available when this option is chosen.

3 YEAR SUPPORT CONTRACT

Upon signing of a new 3 Year support contract, Xarios will;

- Provide a replacement Dell server with Microsoft Windows 2012 operating system
 - This Replacement is on a like for like basis, so if the site currently has a Tower Server then a Tower server will be supplied (Please see upgrade options to upgrade the server from its current chassis)
- Replace any obsolete PCI voice cards originally supplied by Xarios
- Upgrade the Call recorder to the latest version applicable to the customer
- Transfer historic call recordings to the new hardware
- A Xarios engineer will attend site to install the new hardware (where required) during normal working hours (9am – 5pm, Mon-Fri). If installation is required outside of these hours then an additional surcharge of £195 (Trade) will apply There is a one off administration fee of £595 (Trade), No multi-Year discounts are available when this option is chosen.

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SERVER UPGRADES

The 5 and 3 year upgrade offers provide a like for like server replacement. At the time of requesting the upgrade you can choose to upgrade the server for one of the following;

XHW007	Tower to 1U Upgrade	£745 RSP
XHW008	Tower to 2U Upgrade	£2000 RSP
XHW009	1U to 2U Upgrade	£1255 RSP

TRAINING

Additional end user training is available in the following formats;

XCS558	On-Site One Day Training	£645 RSP
XCS559	Remote Webcast Training Module (90 minutes)	£250 RSP

AVAILABLE SUPPORT LEVELS

For full detail on all the support programs offered by Xarios please review the Xarios Support Programs documentation available in the Sales Information – Maintenance section on the Xarios Portal.

XCS908	Standard Support including Software Assurance (Min £450 RRP)	15% RSP
XCS909	Premium Support including Software Assurance (Min £600 RRP)	20% RSP

For more information please contact Carol Hibberd, our Sales Support Manager, via email at carol.hibberd@xarios.com

