



Add-On Services

An enhanced set of powerful connectivity solutions designed to bring your network to the next level.

Our Technology Lifecycle Optimization MethodologySM maximizes network performance, cost savings, and inventory visibility for global enterprises. To meet each client's unique needs, we also offer a variety of for-fee service upgrades.

Non-Agent Managed Services

- ✓ Move or transfer services to a new location
- ✓ Add any new service or product
- ✓ Change existing services
- ✓ Disconnect a service
- ✓ Comprehensive inventory management
- ✓ Expedited timelines to completion

Global Service Desk

- ✓ Available 24/7/365
- ✓ Automatic ticket updates
- ✓ English and Spanish language support*
- ✓ Includes Agent and Non-Agent circuits
- ✓ Reason for Outage (RFO) or Root Cause Analysis (RCA) provided
- ✓ Service Provider SLA recovery

Global Service Desk Plus

- ✓ All Global Service Desk features, plus:
- ✓ Automatic outage ticket creation
- ✓ Proactive up/down circuit and endpoint monitoring
- ✓ Outage time tracking and recording
- ✓ Customizable network monitoring cadence

Global Bill Pay

- ✓ Automatic expense payments
- ✓ Standardized billing procedures
- ✓ Reduce overhead
- ✓ Fully-managed disbursements
- ✓ Diverse invoicing options
- ✓ Consolidate settlement data
- ✓ Improve service reliability

*More languages are available at an added cost

Take the next step toward modernizing your organization's IT infrastructure by partnering with Advantage[®] to turn targeted objectives into realized results.