



Protecting, maintaining and evolving your solution

QDOS work in partnership with Alcatel-Lucent to provide the Solution Premier Service – a single, comprehensive support agreement that gives you peace of mind, providing unlimited access to the latest technology and the best solution expertise and experience, anytime, anywhere. Ensuring your communication infrastructure always provides consistent performance and availability.

Most hotels relies on complex technology infrastructures to deliver everything from voice and e-mail applications to business analytics and customer relationship services. If a network goes down or an application stops performing, productivity can come grinding to a halt. When an outage occurs, you need the issue to be addressed as quickly and efficiently as possible to minimise losses and get back to work.

The best way to maximise your communication infrastructure's performance and avoid security and stability issues is to ensure it is regularly maintained and always running the latest software. When your communications infrastructure is working with the most up-to-date releases, it has the added benefit of allowing you to add innovative new services or applications more easily – ones that can increase the productivity of your hotel as your needs change.

Alcatel-Lucent Solution Premier Service (SPS) secures the operation of business-critical communications infrastructure and applications, protecting your investment with comprehensive corrective maintenance and continuous evolution through upgrades.

Key Benefits

Improve communications solution availability:

- Reduce the frequency and duration of solution failures through rapid issue identification.
- Minimise software downtime through controlled maintenance.
- Reduce the deterioration of a solution over its lifetime through continuous maintenance.

Increase productivity and prepare for future evolution:

- Improve application stability and performance by keeping solutions up-to-date with the latest technology.
- Continuously improve the solution through prompt access to upgrades at no additional charge.
- Easily adopt new features, applications or services by keeping networks up-to-date.

Predict costs:

- Make maintenance and evolution costs predictable by adopting an OPEX model.
- Eliminate costly one-time interventions (charged per incident) with an annual support fee.
- Reduce loss related to solution failure or repair.

Protect industry reputation and customer relations:

- Through continuous service availability.

Focus on business, not technology

- Focus on supporting business processes instead of technology.
- Focus on strategic innovation initiatives, rather than maintenance.