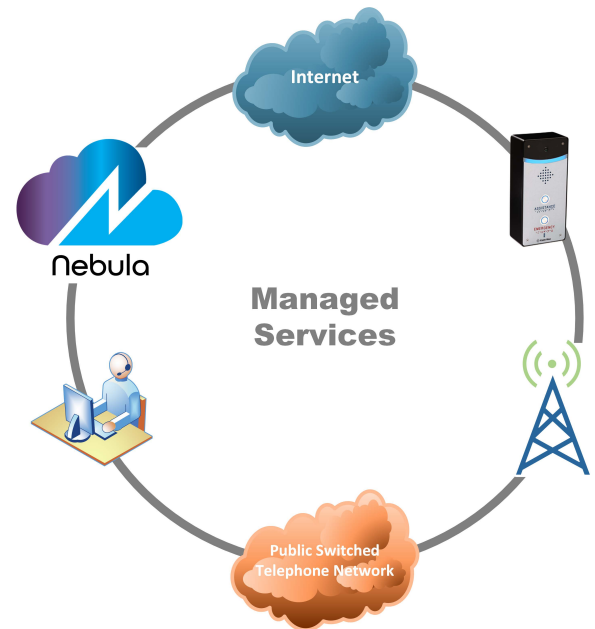


## Managed Services Overview

Code Blue's Managed Services are an effective way to provide system configuration, ongoing support and proactive monitoring for your emergency speakerphones. Often paired with our robust Nebula (Cloud) platform, Managed Services provide systems management to reduce the time and resources required to deploy and maintain your communications infrastructure.

The most knowledgeable and experienced technicians deliver a reliable call routing and monitoring system, provide a single source for troubleshooting and updates, and perform other tasks to ensure you get the most out of your investment.

Managed Cloud devices are pre-configured and fully managed, providing peace of mind. The most up-to-date software releases are included to eliminate the need to invest time and resources performing those updates.



## Features

- ✓ Reduce setup time and investment
- ✓ Less IT resource allocation
- ✓ Reduced ongoing maintenance costs
- ✓ Eliminate security concerns
- ✓ Phone diagnostics and automatic reports
- ✓ Redundant network capabilities
- ✓ Future-proof platform
- ✓ Superior performance, service and support
- ✓ Custom engineering and technical support available

## Benefits

### Configuration Support

Configure network devices, emergency speakerphones, and communications platforms to meet your call routing and testing requirements.

### Proactive Monitoring

Our technical team proactively monitors your communications system to ensure maximum uptime and high levels of performance.

### Systems Management

Perform ongoing maintenance and system changes, including call destination modifications, adding new devices and software updates.

### Technical Support

Assistance with network connections, configurations and overall system performance.

## Managed Service Delivery Chart

	Action	Code Blue's Responsibility	Customer's Responsibility
Planning Stage	Provide call routing plans, including call destinations, special restrictions, hunt groups, etc.		✓
	Provide and manage campus LAN/WAN infrastructure for applications using wired or wireless networks		✓
	Provide and manage campus infrastructure for applications using Cellular IP services	✓	
	Provide extension details including: <ul style="list-style-type: none"> <li>• Station names</li> <li>• Location information</li> <li>• Requested area code (for DID/e911 applications)</li> <li>• IP address scheme</li> <li>• DID or extension numbers</li> <li>• Location recordings/scripts</li> <li>• Any other pertinent information</li> </ul>		✓
Configuration Stage	Configure router parameters including 4G LTE/5G settings, VPN tunnels, IP addresses, diagnostics, etc.	✓	
	Provide SIM cards and data plans if 4G LTE/5G is used as transport (customer chooses)	✓	✓
	Program emergency speakerphones, including network settings, station numbers/names and location recordings/scripts	✓	
	Configure call routing parameters, including “ring no answer” destinations	✓	
Ongoing Services	Proactive monitoring	✓	
	Generate diagnostic reports	✓	
	Configuration changes as requested by customer	✓	
	Password resets	✓	