



## Nexidia Deployment and Support Services

EXPERT IMPLEMENTATION AND ONGOING SUPPORT  
OF YOUR INTERACTION ANALYTICS SOLUTION



### DEPLOYMENT SERVICES

Once the critical decision is made to transform your business using interaction analytics, what's next? Having the right resources to take the next step is key, and Nexidia provides expert deployment services teams that ensure successful implementations. Nexidia Deployment Services assesses customer requirements and manages projects that will deliver an optimal solution. These projects involve systems integration between Nexidia products, call recording systems, and other data sources, as well as hardware design and software product installation.

The Deployment Services team provides for the implementation and ongoing configuration maintenance of your Nexidia solution. Whether on your site or in our hosted data center, Nexidia will ready your environment, deploy the solution, and have you up and running as quickly as possible in order to realize the business benefits of interaction analytics.

### DEPLOYMENT SERVICES TEAM ROLES

#### Project Manager

- Project Kick-Off
- Requirements and Resource Management
- Operational Tracking and Reporting

#### Solution Architect

- Solution Design
- Integration Design
- Metadata Mapping
- Extractor Deployment and Configuration
- Solution Documentation

#### Deployment Engineer

- Software Deployment and Configuration
- Solution Troubleshooting and Support
- Interaction Analytics Administrator Training

### SUPPORT AND MAINTENANCE SERVICES

Once the implementation is live, Nexidia provides Configuration Change Management Services to manage the evolving requirements of your analytics solution and ongoing technical assistance to ensure your environment continues to operate smoothly.

Our Support and Maintenance team consists of Support Engineers, Operations Engineers, Application Support Engineers, and Support Managers with expertise in:

- Technical Support Issue Triage and Resolution
- Operational Monitoring and Troubleshooting
- System Maintenance
- Data Loads / Extracts
- Reporting
- Configuration
- Testing of Install/ Configuration Changes
- Application User Support

For more information on Nexidia's Deployment and Support Services, please contact us at [info@nexidia.com](mailto:info@nexidia.com).

**Nexidia – Headquarters** +1 (866) 355 1241  
3565 Piedmont Road NE, Building Two, Suite 400, Atlanta, GA 30305, USA

**Nexidia – UK** +44 (0)20 8973 2440  
Gainsborough House, 2 Sheen Road, Richmond TW9 1AE, United Kingdom

© 2013 Nexidia Inc. All rights reserved. All trademarks are the property of their respective owners. Nexidia products are protected by copyrights and one or more of the following United States patents: 7,231,351; 7,263,484; 7,313,521; 7,324,939; 7,406,415; 7,475,065; 7,487,086; 7,640,161; 7,650,282; 7,769,587; 7,904,296; and other patents pending.