

MOBILE

VOICE &
BROADBAND

DATA BACKUP &
SECURITY

MESSAGING &
COLLABORATION

MARKETING
SERVICES

CLOUD
SERVICES

INSTALLATION &
SUPPORT
SERVICES

Small business is our **ONLY BUSINESS**

Cbeyond's high-touch, personalized service management team is with you for the lifetime of your contract. We view our relationship with you as a strategic partnership, fulfilling your IT and Communications services needs.

Cbeyond has a proven "Red Carpet" welcome process. Once onboard, you will receive our "White Glove" personalized service for as long as you're with us, differentiating Cbeyond from other providers.

The Red Carpet Welcome

- **Customized Solution For Your Business**

Our consultative sales team meets with you in person to understand your needs and customize the right solution for you.

- **Single Point of Contact During Transition to Cbeyond**

An experienced Cbeyond Service Coordinator is assigned to your business and is focused on ensuring your move to Cbeyond goes smoothly. This person will lead you through your transition and is available for questions along the way.

- **On-site Training & Setup**

A Cbeyond Smart Start Advisor will come to your office to help you understand and setup your Cbeyond productivity enhancing applications so you can immediately start getting the most from your service.

- **Welcome Visit**

Your Cbeyond Sales person will visit your office shortly after your service is activated to make sure you are doing well and introduce you to your Cbeyond Solutions Advisor, who is your account manager. We want to make sure you are very satisfied with your new service, and if you have any questions or concerns, they can be addressed right away.

The White Glove Service

- **Account Management**

Your Cbeyond Solutions Advisor is your Cbeyond expert whose main goal is to help you grow and make your business more efficient.

- **Your Service Is Always Proactively Monitored**

The Cbeyond Network Intelligence Center is constantly monitoring your service. If we see a degradation that may be impacting your service, we will proactively start working on the issue and will reach out to you.

- **24 X 7 X 365 Support**

A live customer support team is always available to answer any questions and resolve any concerns.

- **Engineering Experts On-Call**

In the unlikely event that Cbeyond's normal support process does not remedy an issue, one of our Application Engineers will work directly with you to resolve it.

- **Extensive and Intuitive Self-Help**

With our online portal, CbeyondOnline, manage your account and services, pay a bill, submit a request or use our Find It Fast online help tool to answer any questions quickly and precisely.



SMART START INSTALLATION AND APPLICATION SET UP



▶ Smart Start Total Service Set Up

Includes Install/Testing and Applications set up as defined below:

ASSESSMENT			<ul style="list-style-type: none"> Review Application Set Up Collect required information (login information, computer specifications, etc.)
CBeyondONLINE INTRODUCTION			<ul style="list-style-type: none"> Introduce site and review contact information Show help and instruction areas
EMAIL			<ul style="list-style-type: none"> Add mailboxes on CbeyondOnline Perform training on how to configure the email client of choice and complete setup for 5 users
SECURE DESKTOP	SECURE BACKUP	VPN REMOTE USER (CLIENT)	<ul style="list-style-type: none"> Provide overview of product features and usage tips Download and install client on up to 5 computers
WEB HOSTING SITE MOVE OR DESIGN IT YOURSELF OVERVIEW			<ul style="list-style-type: none"> Support the move of an existing website -or- Create a splash page for a new site, while showing the Web Hosting tool's capabilities
DOMAIN INFORMATION			<ul style="list-style-type: none"> Consult with your Cbeyond Service Coordinator on how to receive the required information before your Smart Start visit, so the domain registration can be transferred.
VIRTUAL RECEPTIONIST			<ul style="list-style-type: none"> Review features and provide setup tutorial Configure and preview initial Virtual Receptionist setup
NEXT STEPS			<ul style="list-style-type: none"> Provide instruction on coordination required with the LAN and Phone vendors on day of activation for VPN, Virtual Receptionist, and Voicemail

▶ Smart Start Installation and Activation

- Includes install and testing of broadband circuit

▶ Smart Start Application Set Up (up to 3 hours of on-site assistance)

- CbeyondOnline Overview
- Training and assistance with setup of Cbeyond applications



To learn more, visit Cbeyond.net