



# Avaya Certified Quality Service Provider

## Unima2000

Avaya's goal is to work with BusinessPartners to ensure they have the necessary infrastructure, processes and systems in place to provide effective technical support on Avaya products for our customers.

Avaya is very proud to confirm that **Unima2000** has successfully undertaken an on-site Service Assessment on **12<sup>th</sup> February 2008** by our independent Service Assessment facilitator, the YMI Group, and is officially recognised as providing an effective customer support delivery which is a significant contributor in customer satisfaction. This assessment must be renewed every 2 years to remain valid.

The assessment focused on operational set-up to provide effective customer service to customers and also covers the checks and processes to follow prior to escalating a problem to Avaya Global Services (AGS).

By completing this onsite assessment, **Unima2000** has proven ability in the following categories:

- Customer & Field Service**
- Installation and Project Management**
- Operational Performance**
- Spares Management and Logistics**

...And as such, Avaya product solutions are operating as designed, with high reliability and minimal service outages.

Signature: Mark Mitchell, Avaya Vice President of Channels EMEA