

Bronze Shield Support Plan

FTP Download Access

Isn't it frustrating to need a file or the latest software to solve an immediate problem, but you spend hours searching for a reliable download. Now you can Download all releases of Metropark supported system software and available accessory software. You now have access to major system releases, minor software updates, and bug fixes. In each major release area you will also have access to softphones, dialers, agent clients, supervisor clients, CDR call detail software, and other 3rd party applications. Depending on the manufacturer, software keys may be required to activate some software.

Reduced Minimum Charges

All non contracted system owners who require Metropark support are billed at a much higher rate than our Bronze Shield Support customers. Since minimum charges are billed on each service ticket opened, Bronze Shield customers receive our support with these charges greatly reduced.

Unlimited Archival Access

Our HelpDesk technicians have years of archived information: how to's, new release notes, bug fixes, etc. You now have access to decades of knowledge.



MinuteHELP Training

Whether you've hired a new IT person or just want to freshen your skills on your voice or networked systems, simply call one of our Help Desk technicians for supported system training. From voice to systems to data networked equipment to security firewalls, Metropark technicians will transfer the knowledge effectively and friendly. Training must be scheduled between 9am to 5pm C.S.T and is provided to you via a Online Desktop Sharing, HTML, or Powerpoint remote dialogue.

MinuteHELP to Lower Costs

Reaching a voice or data expert at a time of need is billed at a minute by minute rate only after your reduced minimum is reached. MinuteHELP greatly lowers support costs over the typical hourly rates of most helpdesks as we bill in one minute increments.

4 Hour Response Time

In most cases you'll have extremely fast access to a certified technician. We do guarantee a 4 to 8 hour response for non emergencies to our Bronze Shield customers, during normal HelpDesk hours 8am to 6pm C.S.T. Monday through Friday. Holidays and all After hours calls will be charged at a premium. Emergency calls are available 24x7 but will be charged an Emergency premium.

Expertise & Trust...

Metropark.com 877-900-6856

