

# Alvaria™ Workforce Engagement Management (WEM) Infinity Program

With the Alvaria™ WEM Suite, you have all the tools you need to run an efficient contact center, delivering high-quality interactions to your customers without sacrificing your bottom line. Whether your call center staff is working on-site, remotely or in a work-from-home setting, Alvaria WEM delivers an efficient on-site or virtual agent workforce experience that enables you to get the most from your contact center technology.

Alvaria WEM Infinity is a multi-year program designed to help customers protect their investment, take advantage of the the latest new features and enhancements, and ensure ongoing security and compliance for Alvaria WEM deployments. This program also provides ongoing support for upgrades and professional services credits which can be applied to Alvaria WEM upgrades after joining the program.

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## WHY JOIN?

### Enhancements and Updates

Customer success focused enhancements and roadmap updates

### Simplified Upgrade Process

Simplified upgrades including latest optimized deployment automation tools and methods

### Security and Third-Party Refreshes

Major refresh of third-party technology to help ensure compliance with IT and security standards

### Upgrade Support

Alvaria Project Manager program planning / coordination and User Acceptance Test (UAT) /Go-Live support

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## PROGRAM FEATURES

### Upgrade Assurance

The Alvaria WEM Infinity Program entitles customers to Alvaria WEM release and planned roadmap updates. This includes feature enhancements, security updates, third-party application refreshes, and hardware upgrades.

“We understand that not all our customers are alike or have the same deployment requirements.

We intend to support them as long as they depend on Alvaria to provide excellent customer experiences.”

– Patrick Dennis, Alvaria CEO

## Professional Services

The Alvaria™ Workforce Engagement Management (WEM) Infinity Program includes professional services credits to reduce the cost of upgrading Alvaria™ Workforce, Alvaria™ Performance and Alvaria™ Quality systems covered under the Alvaria™ WEM Infinity Program.

- Install core and/or lab Alvaria Workforce software on new hardware and upgrade / migrate configuration and reporting data from the existing system
- Install Alvaria Performance and/or Alvaria Quality software on new hardware and upgrade / migrate configuration and reporting data from the existing system
- Alvaria Project Manager program planning / coordination and User Acceptance Test (UAT) /Go-Live support

## Ongoing support

Alvaria understands that not all our customers are alike or have the same deployment requirements. The Alvaria WEM Infinity Program provides a path for upgrades, with expert consultation, planning and implementation services and maintenance benefits for all users of older versions of Alvaria WEM software who agree to upgrade to a supported version as part of the program.

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## PROGRAM FEATURES

Customers are entitled to the benefits of the Alvaria WEM Infinity Program if the following conditions are met:

1. Committing to a 3-year maintenance renewal for all active Alvaria WEM systems: Alvaria Workforce, Alvaria Performance and/or Alvaria Quality.
2. Being either on a supported version of Alvaria WEM: Alvaria Workforce, Alvaria Performance and/or Alvaria Quality software or agree to upgrade to a fully supported version within 12 months of joining the program.

Maintaining contact center infrastructure is critical to providing outstanding and differentiated and employee customer experiences. Alvaria is committed to supporting our customers as long as they depend on us to provide service to their customers, and we will continue to invest in the solutions you depend upon to power your contact center.

Contact your Alvaria Account Team today to join and take advantage of all the benefits of the Alvaria WEM Infinity Program.

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### About Alvaria

Alvaria was founded through the merger of Aspect Software and Noble Systems, technology leaders in Customer Experience (CX) and Workforce Engagement solutions. Our name is derived from Latin for "hives" – nature's perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA™. Reshaping Customer Experience™.