

Win-win

Business is about managing time, resources and budgets. And managing your own communications infrastructure will make significant demands on all three.

Siemens Enterprise Communications Managed Services are designed to enable you to take steps toward proactively managing your communications environment.

Find out how OpenScale Managed Services can free up your time, resources and money.

Challenges

Managing a business communications infrastructure goes beyond simply maintaining operations. The need to constantly revise and reduce operating costs, and responding to new business demands, can be time consuming and costly. Challenges include:

- Reducing costs year after year
- Implementing transformation projects
- Scaling operations to accommodate business changes like growth, mergers or downsizing
- Meeting stakeholder expectations and delivering consistent service levels across the organization
- Budgeting for and managing software updates and upgrades

Smart source to suit your business needs

OpenScale Managed Services isn't just out-sourcing, it's smart sourcing. Our shared responsibility approach complements your IT alignment and business strategies. It gives you the flexibility to provide those service elements that you already have, the cost controls and skills to deliver. But where out-tasking is preferable due to cost, skills or inflexibility, it makes sense to work with us. It's a smart way to work because you free up resources for high return activities by out-tasking those that are not profitable or productive.

From simple support to complete management, OpenScale Managed Services can be tailored to your exact requirements. We'll help you to decide which services you need before we build a managed service agreement, including any specific requirements such as spare parts and the level of service you require for each.

Benefits

Siemens Enterprise Communications Managed Services proactively take care of your day-to-day operational and availability issues. It means you can focus on business while reducing your risk by strategically partnering with an expert global service organization.

Other benefits include:

- Reduce operational costs by up to 20%
- Cost control, accountability and transparency
- Proactive service availability
- Single Service Level Agreement across your organization
- Single point of contact and escalation
- Closed loop resolution, especially in multivendor environments
- Access to skilled resources and standard processes

Some of the key features of our Managed Services:

- Price per port – including set up charges amortised where required and including or excluding transformation of existing ICT Infrastructure to our advanced SIP based solutions and applications
- Maintenance and management of 3rd party equipment and applications
- Optional services hours and response times to suit your situation
- OpenPath services approach enables Technology Transformation for those who are considering it

OpenScale Essential Plus

To simplify the process of getting into managed services, we've taken our most popular services and bundled them into an entry level packaged managed service offering, providing SLA based delivery, monitoring, service desk and service management. The package provides full maintenance services, taking responsibility for the resolution of incidents across your entire communication infrastructure.

OpenScale Essential Plus supports TDM based PBX, IP-PBX, Network infrastructure, SIP based platforms and Contact Center and/or presence and messaging applications.

At the heart of the Essential Plus package is the Service Desk, a dedicated single point of escalation for service requests (faults, MACs or end user support) that manages the trouble ticket through to resolution.

The package includes:

- Comprehensive 24-hour monitoring to respond to technology faults proactively, minimizing downtime
- Best-in-class incident and fault management services to reduce disruption and control risk
- Service Level Management to a defined SLA, with a service manager who provides end-to-end, holistic reports against service performance and costs, giving you the ability to take strategic control of your service environment
- Standard 8X5 (M-F) service hours offered in 20 languages
- Standard 4 hours Remote Service Response including remote diagnosis of incidents raised
- Software update provisioning and spare parts service for switch & applications
- On-site service

Essential Plus package options include:

- Remote software MAC
- Software upgrade provisioning

- Expanded service hours
- Remote service response upgrade

One size doesn't fit all

No two organizations are exactly alike. So in addition to our packaged managed services we offer à la carte managed services that can be structured to meet your needs exactly.

Fault Monitoring

Monitors voice, network, server and/or applications, polling for, and compiling, alarms received via the customer gateway. Alarms are correlated, assigned and reported to you with automatic ticket generation and regular polling to check the status.

Service Desk

A multi-lingual service desk functions as a Single Point of Contact (SPOC) for all your services requests including fault/query logging, resolution and coordination of remote, on-site and spare parts service, directly or through service providers.

Remote MAC (Move, Add & Changes)

We can provide moves, adds and changes on site, via remote for software, or co-ordinate a 3rd party to carry them out for you. A small order desk and project coordination are also available.

Performance Management

Monitors the performance of your voice, network, server and/or applications via regular, scheduled analysis to make sure there is sufficient capacity to meet your business requirements at all times.

Backup & Restore Services

Ensures you have access to the latest configurations that are vital to business continuity and supports your overall ICT Continuity Management.

Software Options

A complete suite of proactive update/upgrade and implementation services, from self-service capabilities for software patches through to professional upgrades to ensure your applications are always current and implementation is hassle-free.

Contact us

For more information contact your Siemens Enterprise Communications representative below or visit www.siemens-enterprise.com