

Harmonize

Network performance is increasingly important to your business as the worlds of voice and data continue to converge.

Our Managed Data solutions can help you achieve significant improvements in performance, reduce operational cost and improve service quality. So you can focus on ensuring that service delivery is fully aligned to the needs of your organization.

Challenges

Advances in ICT communications have left organizations with a mixture of different technologies and vendors across their network infrastructure. As convergence becomes a reality, the limitations of their existing operational framework will present a number of challenges. These include:

- Effective supplier management of current infrastructure
- Evaluating how to reduce operational and network refresh costs and avoid unanticipated costs
- Maintaining high levels of network availability and quality of service
- Planning and integrating new applications and technology
- Overcoming shortfalls in skills and resources
- Aligning organizational processes for voice and data

Benefits

Siemens Enterprise Communications Managed Data Services offer you:

- A single point of contact for cost-effective operational management of the existing network infrastructure
- Flexible financing to reduce current operational costs and access to cost-effective replacement or upgrade options
- Pro-active network management tools to maintain network availability and performance
- A partnership to manage business transformation at a pace to suit you
- Access to leading expertise in managing legacy network environments and provision and management of refresh solutions

The Solution

Siemens OpenScale Managed Data Services are available as three standard packages that provide complete end-to-end management services for proactively looking after your communications environment. This includes break/fix maintenance, system backups, fault monitoring and performance checks. OpenScale Service packages enable you to cost effectively ensure that all the tasks for managing and monitoring your communications are taken care of, and Siemens expertise is available when and where you need it.

- OpenScale Total Care is our remote break/fix service that includes web portal access for ordering parts and submitting tickets, system restoration and call desk for 1st level support
- OpenScale Proactive Support – proactively looks after the day-to-day tasks that you might not have the resources readily available for. Service coverage includes constant fault monitoring and pinging of devices, routine system backups and a dedicated service manager that will analyze your network's performance and recommend improvements.
- OpenScale Advanced Performance – provides visibility of what your network is doing so you can see issues before they become problems, predict bottlenecks and know whether system changes will impact your network infrastructure. OpenScale Advanced Performance minimizes the risk of a breakdown in service, and maximizes network uptime.

The packages can be purchased individually, or in combination to suit your specific requirements. And with selectable SLAs and optional add-ons like Remote MAC, custom reports or on-site service to suit different areas of your enterprise you have flexibility built in.

We understand that complex multi-vendor network infrastructures sometimes require a custom approach and that is why our OpenScale Managed Data Services can also be purchased individually from our ITIL® based Common Service Catalog (CSC). By combining these services in a modular approach, we can create a customized solution that meets your needs - exactly.

OpenScale Managed Data Services are provided within a model of shared responsibility from simple support through to maintenance or complete management. Before we begin to build a managed service agreement for you we'll help you to decide exactly which services you need, any specific requirements you may have e.g. spare parts, and the level of service you require across your enterprise.

Effective Supplier Management

Managing multiple suppliers is a constant challenge that spans the operational, procurement and financial areas of your organization. It absorbs time and resources and creates inefficient management. We can effectively remove these inefficiencies by acting as a single point of contact to maintain and manage your total solution. This includes all 3rd party network equipment and vendors such as Cisco Systems, Extreme, Foundry / Brocade, Nortel (Bay), HP Procurve and Juniper.

Reducing operational costs

Channelling management through a single partner can reduce operational expenditure by up to 30%. Our service also reduces the duplication of service requests and streamlines processes so you can use resources more effectively.

Maintaining network availability

As networks evolve and require upgrading and replacing, sustaining network availability and remaining competitive with an efficient and well managed network becomes critical. We can manage these challenges through any changes, incidents or business events.

Managing new investment needs

In tough economic times, finding the budget to finance new investment can be difficult. We can define a flexible business model for change, developing innovative financing strategies to keep your business enabled with the latest developments, all under a predictable pricing model.

Improving business systems and processes

Keeping up to date with the latest business processes and procedures requires resource and regular knowledge updates. Convergence means it is now more important than ever to work with the right partner who has experience in real-time, communications, data and business application integration.

Your partner of choice

Siemens Enterprise Communications has expertise in Managed Data covering all major communication technologies, vendor solutions and products.

- We can manage the complete lifecycle from evaluation, design and implementation to operational support. Experienced in complex service delivery agreements, we operate a global project management methodology.
- We offer huge flexibility from technology deployment and management options, through to financial terms. Our services include basic technology support, right up to full staff outsource.
- We have over 2000 technology and service accreditations, including leading names such as Cisco, HP, Extreme, Juniper and Foundry.
- Enterasys solutions have been integrated into our portfolio giving you close product integration, direct access to Enterasys development teams and significant cost savings on warranty and maintenance.
- Our global Network Operational centres utilize 'best in breed' toolsets and ITIL compliant processes and provide a support capability in more than 80 countries.
- We have comprehensive mechanisms for controlling, reporting and billing to an agreed Service Level Agreement.
- We can deliver voice, data, security and communication solutions via the same support structure.

Contact us

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

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