

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

OpenScale Managed Data services consist of three standard packages that are designed to provide consistent levels of service at a per user price:

- **Essential** is our 'break fix' service that includes a Call Desk, Remote, On-Site and Spare part services.
- **Essential Plus** builds on the Essential package and includes a pro-active Service Desk, IP and Server Monitoring services (appropriate to the infrastructure under management), Service Level Management and a scheduled Service Review.
- **Assurance** (available from mid 2010) will be our most comprehensive service package. In addition to the benefits of Essential Plus, Assurance will also provide you with Backup and Restore and Software MAC services.

All three packages come with the option of **Essential Spare Parts**, so that faulty equipment can be replaced by your own engineers. In addition, **Customised Services** enables you to benefit from additional services such as Backup and Restore, Software Update and Upgrade Services, Inventory and Performance Management.

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