

Managing your evolving communications needs

Introduction

Unified Communications (UC) solutions enable information-sharing and also provide full presence management for your team members, when using standard business applications. This means that teams can work together effectively wherever they are.

Additionally, your employees need to share information with colleagues, partners and customers wherever they are. Collaboration and interaction systems which focus on calendaring, scheduling, workflow and other enterprise applications can help individuals and workgroups to communicate efficiently when in different locations. Document and desktop sharing applications also further extend your employees' ability to work flexibly as part of a team.

However, traditional deployments of UC systems can be costly and complex, remove focus from running your business, or fail to meet your emerging needs for enhanced levels of business continuity.

Benefits

Damovo's Managed Unified Communications Services are designed to help with these issues,

by combining suitable technology and ITIL-based support processes to address the challenges in operating your business, including:

- Reduced risk
- Ability to concentrate on your business
- Increased flexibility
- Better control over costs
- Too little specialised expertise
- Increasing demand to deploy more complex applications

Features

Managed Services

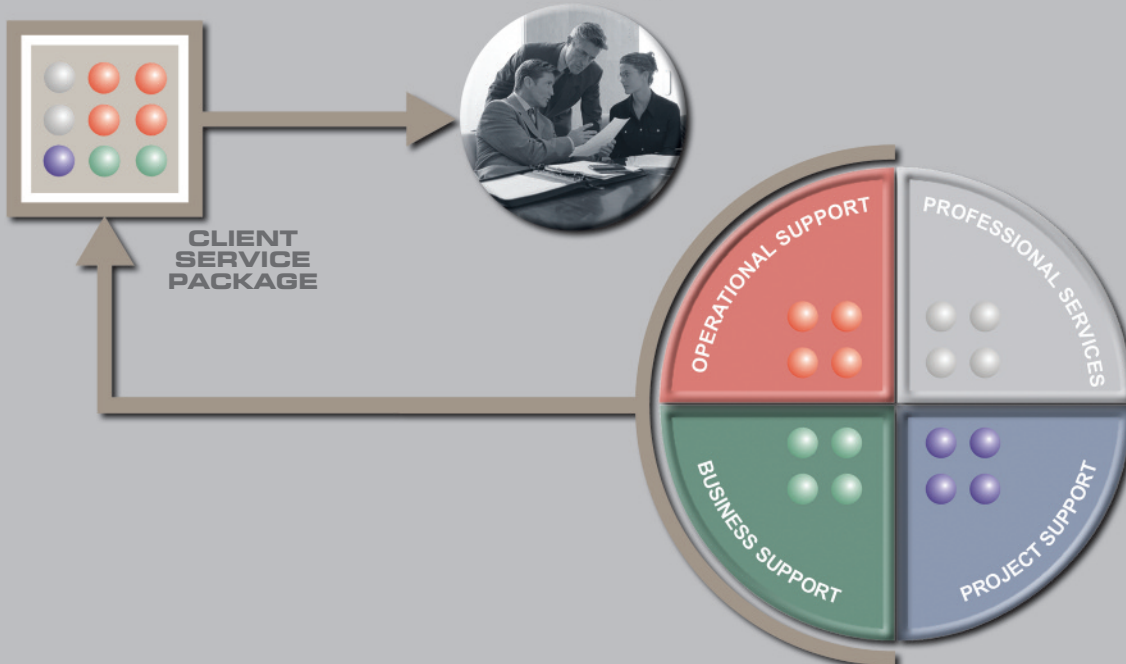
Much confusion centres on the term 'managed service'. For our clients it simply means a tailored service package comprising multiple services geared to a specific business need or benefit, underpinned by a contract and comprehensive Service Level Agreement (SLA).

Damovo's Managed Security Services are part of the Damovo 360 portfolio, and can either be delivered as individual, stand-alone service elements or more commonly combined with other services to form a bespoke service package.

UC Systems Monitoring

Damovo will monitor your UC systems 24 hours a day to ensure that your systems are operating at peak efficiency. Any warning signs that performance is degrading are logged and incident tickets are raised as appropriate. Our response

Designed to address the challenges in operating your business



times are flexible to match your business requirements.

Proactive voice quality measurement is available as an option. This measures the perceived quality of the calls made using the Mean Opinion Score (MOS) method. In this way, if network performance starts to degrade over a period of time this will show as a downward trend in the MOS scores that can then be investigated.

UC Systems Management

Management services upgrade and support the security hardware and software, and include performing configuration changes as well as correcting any faults that affect your systems. Some or all of the following product types may fall within the scope of Damovo's Managed Security Services:

- Telephony
- Unified Messaging
- Call logging and billing
- Contact Centre
- Integrated presence
- Fixed Mobile Convergence

Most modern systems now run on servers and use variations of industry standard operating systems. Damovo protect managed servers with end point security software to prevent any computer viruses or malware from compromising the UC systems.

Hosted and premises-based options

Damovo offer systems that can either be placed on premise or hosted in secure data centres, or a mixture of the two if a hybrid approach is required. Hosted systems are becoming increasingly popular, either to conserve precious office space or to offer high levels of business continuity by using locations that are separated by a significant distance. In combination with hosting systems, Damovo also provide the necessary network connections via our relationships with a range of connectivity partners.

Reporting and review

Reporting on the above systems is delivered by a variety of tools depending on which systems are being managed. Reports and dashboards are available online.

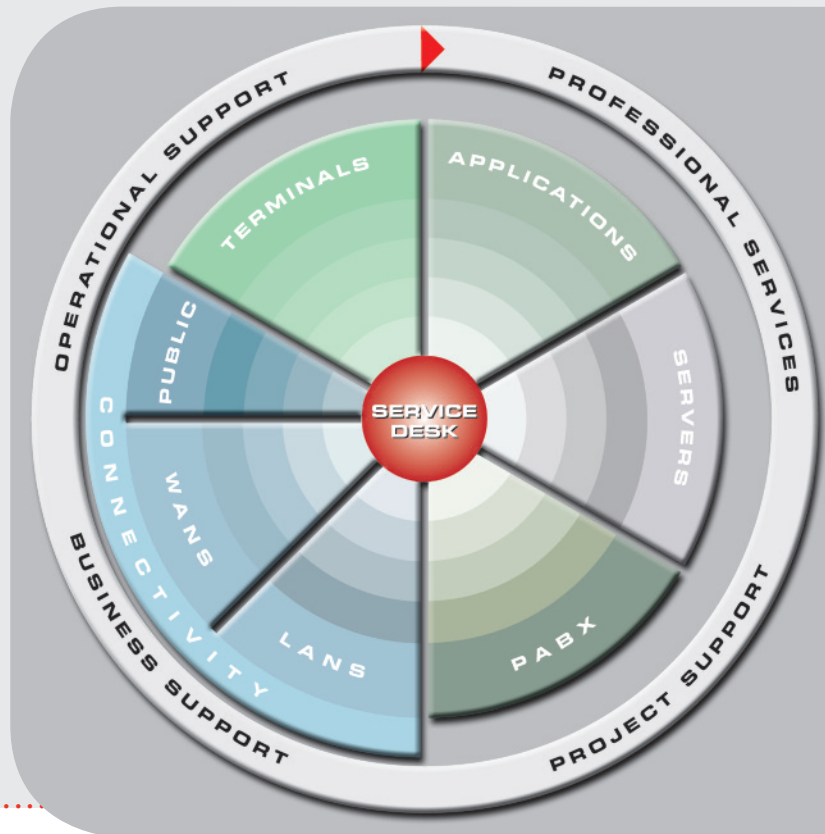
Additionally, reports can be packaged into regular updates to be delivered weekly, monthly or quarterly and can be combined with detailed service reviews should this be desirable.

What is Damovo 360?

Damovo 360 is a complete range of services to assist mid-sized businesses and larger corporates with the development and support of their systems, with a clear focus on business needs.

The portfolio consists of a family of services developed especially to address the needs of today's businesses, delivering help with small or large scale project deployment, operational support, professional services and business support services.

As an example, within the support arena, being able to monitor and display the level of performance of a business system, simply monitoring how well a collection of ICT equipment is working is rarely the best way to do this. Service should be measured in business terms, which is the cornerstone of the Damovo 360 principles.



Damovo UK Ltd

Broadlands Business Park, Langhurstwood Road,
 Horsham, West Sussex, RH12 4QP
 Tel: +44 (0) 1403 244 000 Fax: +44 (0) 1403 244 660
 Email: talktous@damovo.com
www.damovo.co.uk