Managed Service for IP Telephony

Enabling organisations to focus on core revenue generating activities
Your business needs reliable, flexible and secure communication tools to enable better connectivity and collaboration with your employees, customers and business partners.

By putting your IP telephony environment in the care of a safe pair of hands, your business can focus on activities that generate revenue to help grow your business. Dimension Data’s Managed Service for IP telephony provides lifecycle support and management for IP telephony environments and can enable your business to communicate with confidence and enhance your business agility while driving down costs and risk.

IP telephony: The trend to managed services

By maximising the convergence of voice and data over Internet Protocol, IP telephony offers companies a new, alternative channel for connectivity, communication and collaboration. These promises of cost savings and improved agility are fuelling the rapid adoption of IP telephony worldwide and it shows no signs of slowing down.

This steady rise in the adoption of IP telephony is the driving force behind a rise in popularity of managed services. There are several business advantages to adopting a managed service for IP telephony which addresses operational issues like:

- The lack of in-house skills to manage the increasing complexity of the converged environment, for example:
  - Additional security considerations
  - Managing vendor patch releases
  - Capacity issues
  - Traffic prioritisation requirements
- The need to contain and control costs and the desire for more predictable budgeting
- The hassle of managing multiple suppliers which include IP telephony and network vendors, the internal IT organisation and carriers

The need for specialist skills to maximise the use of existing infrastructures – through the rationalisation and consolidation of existing infrastructures with an appropriate migration strategy to new technologies

The need for secure, robust, ‘always on’ service availability to avoid productivity and revenue loss

The need to focus on core competencies rather than being distracted by the management of communications infrastructures

What makes up Dimension Data’s Managed Service for IP Telephony?

IP telephony environments are made up of hardware components and communications applications. Dimension Data’s Managed Service for IP telephony supports the entire system ensuring that you gain the most benefit from your IPT environment.

Designed to protect business continuity, it ensures that critical IPT systems are available so that you can continue to gain maximum value and benefit out of these complex collaboration environments.

Hardware support and maintenance

We support the IP telephony and underlying IP network hardware as part of our Managed Service. A number of service elements work together to minimise downtime and ensure business continuity.

IP Telephony application support

Our five Global Service Centres (GSCs) around the world enable us to monitor your environment and track incidents relating to IP telephony application issues. Our skilled engineers take ownership and responsibility for any incidents, providing technical support through prompt diagnosis and seamless remediation of the incidents to restore service quickly and efficiently.

Contract management

Professional management of the contract ensures ready availability of information to our engineers, reducing the amount of communication required for accurate incident diagnosis.

On-line service

Remote access to the client environment facilitates quick and accurate diagnosis and effective resolution of incidents, while reducing the level of involvement required by you. Through our Services Portal, you gain access to real-time management information that is ITIL aligned, 24 hours a day, 7 days a week.

About Information Technology Infrastructure Library (ITIL)

Introduced in the late 1980s, ITIL has become the worldwide de facto standard in service management. ITIL is a framework which provides structure by modelling the goals, general activities, input and outputs of the process involved in service provision. While not a methodology as such, ITIL provides a useful framework which service organisations can use to implement service management best practice. Dimension Data practices service management according to the ITIL framework.

Patch notification

We proactively verify and notify you of relevant software patches including bug fixes and security releases for your managed IP telephony environment. Should a patch be relevant to your environment, Dimension Data will perform a system impact analysis before making recommendations and releasing the relevant software for you to implement.

Dimension Data’s Managed Service for IP telephony is designed to allow organisations to shift their focus away from the management of their communications infrastructure and back to core revenue-generating business activities, resulting in the improved efficiency and better use of IT resources.

Service management

A Service Delivery Manager is appointed to each client to help manage escalations, monitor the service and provide a reporting function through regular meetings. This constant cycle of monitoring, communicating, reporting and reviewing IT service achievements helps us to provide continuous service improvement.
Monitoring the IPT environment
Dimension Data offers two levels of remote monitoring, which allows the automated identification and reporting of IPT incidents.

Standard remote monitoring
We monitor critical IP telephony-specific hardware and application components of your system for up/down health status and provide notification upon loss of availability. Should a service request be created, the incident management process is followed.

Advanced remote monitoring
Advanced monitoring provides the standard monitoring functions plus IP telephony reporting; system health reporting; historical statistics and threshold tracking.

Configuration of moves, adds, changes and deletes (MACDs) on IP telephony systems
Dimension Data takes responsibility for the configuration of moves, adds, changes and deletes on your IP telephony systems, allowing you to shift your focus to core business activities. Software related MACD services are provided remotely, via a secure-access connection from the GSC.

Benefit summary
- Ability to focus on core business
- Improved efficiency of IT resources
- Improved operational efficiencies
- Access to experienced engineers across the globe
- Reduced resource and training costs
- Predictable service costs that allow for accurate budgeting
- Scalability of the service through a modular approach designed around your needs
- Guaranteed service delivery underwritten by a Service Level Agreement
- Professional advice
- Assurance that the service is aligned to business requirements

Dimension Data’s approach to managed services
We take a holistic approach to service delivery as illustrated by our Services Continuum and aim to form strong partnerships with our clients. We engage with businesses to help them Plan, Build, Support, Manage, Improve and Innovate their IT environments.

Designed around your needs
Our modular approach allows organisations to package the management of their IP telephony systems to suit their individual needs. This adds value to organisations that already have an IP telephony infrastructure in place, as well as those migrating away from legacy voice systems.

Planned, built and managed by experts
Dimension Data has more than 25 years’ experience in designing, building and managing large complex networks. Our IP telephony expertise is widely acknowledged by vendors, analysts and customers alike.

A consultative approach
Dimension Data has developed a set of proven methodologies for the end-to-end delivery of services. Our approach begins with an understanding of the need to maximise the value of legacy infrastructures and the continued need to create and sustain an optimised environment that delivers measurable return on investment.

Global services alliance
Our relationship with Cisco allows us to join forces and provide our clients with a consistent level of IT infrastructure support across the network lifecycle.

Managed Service for IP Telephony
Our deep domain expertise in converged communications delivers:

- An understanding of the strategic business issues surrounding communications
- An understanding of the operational issues unique to the IP telephony environment
- Knowledge of IP in both the voice and data environments
- Skills in onsite and/or remote support of a converged communications environment
- Experience in providing managed services in both the data and voice environments
- Experience in hosting both infrastructure and applications

About Dimension Data’s converged communications offerings

Our Managed Service for IP telephony is one of a broad range of offerings in Dimension Data’s Converged Communications portfolio. Converged Communications – the convergence of voice, video and data over IP – provides new ways for organisations to connect and communicate in a manner that creates business agility while driving down costs and risk.

Managed Service for IP Telephony

A proven track record in convergence and IP telephony

Dimension Data helps clients plan, build, support and manage their voice and data communications networks. We use our expertise in networking, converged communications, security, Microsoft, data centre and contact centre technologies – and our specialist skills in consulting, integration and managed services – to create customised communications solutions that deliver business results.

We have deployed more than 2 million IP handsets around the world. We also enjoy preferential relationships with world leading converged communications providers including Cisco, Avaya, Genesys and Microsoft.

Contact centre integration

Maximising efficiency and intelligence in routing and managing customers through contact management architectures based on TDM, IP, Intelligent Network (IN), or a combination of these technologies

Self-service

Automating interactions using self-service applications that allow customers to navigate intelligently, complete transactions or access information across multiple channels, with a particular focus on a speech recognition and interactive voice response (IVR)

Interaction management

Optimising the business performance of customer processes through tools and frameworks that guide customer interaction and dynamically provide all relevant information required to resolve calls

Workforce Optimisation

Enhancing the performance of and empowering agents to provide effective and efficient service to customers through competency, workforce, quality and performance management processes and tools.

Operations

Setting-up, running and enhancing an organisation’s contact centre operations to balance performance, risk and cost through full operational consulting and strategic outsourcing, including offshore migrations

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