
4net Technologies

Managed Services and Cloud Solutions



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Managed Services and Cloud Solutions are an opportunity for organisations to bring control to complexity by managing voice and data communications through a specialised supplier, driving down costs whilst enhancing and improving productivity and customer service.

Managed Services simplify the introduction and support of next generation infrastructures and technologies across a multitude of enterprise sites by wrapping this into one predictable monthly price with consolidated billing.

The strategic and long-term nature of managed and hosted solutions makes the selection of a partner a critical business decision. 4net provides Managed Services that are flexible and responsive in meeting the needs of your business.

Our consultants will work with you to understand your business challenges to build a communications and managed services strategy that will deliver cloud based or on site solutions dependent upon your needs. We can support you in piloting or delivering solutions on a small scale and then increasing the scope when proven or as required.

4net offer various professional services as optional elements that are tailored to solve real business issues as we gather your requirements and then design, build and test the solutions. There is then a transition across to our support teams for on going in life usage.

Consolidation of contracts and analysis of call spend are quick wins but to achieve the necessary level of support for this increasingly complex environment and drive real cost savings companies need to consider our Managed Service. This provides scale and flexibility, access to a central resource pool of highly skilled engineers and technical specialists, backed by the leading vendors and suppliers, a single point of contact for all incidents and problems and simplified service delivery management.

Delivered in a commercial model, our Managed Service and Cloud Solutions reduce costs and provide an easy to budget pricing model based on either a fixed monthly cost or per user basis.

Managed Technology and applications delivery (Cloud based or on site)

Managed Technology and applications underpin our Unified Communication and Contact Centre solutions with a commercial offering on a fixed monthly or flexible cost per user basis. We design and deliver new technologies to a client on a fully managed basis, either on site or cloud based once we have defined the most suitable solution for the your business.

These include:

Cloud based and managed video conferencing and collaboration solutions

Unified Communications

- Telephony (on site or hosted)
- Presence and IM
- Mobile integration

Contact Centre

- Intelligent Routing
- Multi channel
- Social media
- Web collaboration
- Call recording
- IVR

Infrastructure

- LAN/WAN
- Network Services
- SIP

ISDN

- Inbound Numbers

Managed Support Services

4net's Managed Support Services enhance our maintenance support services to simplify and remove the hassle and cost of managing a multi vendor and often complex communications infrastructure estate to deliver a flexible, proactive and reduced cost solution that adheres to industry best practice.



Managed Services core elements

4 Net has build a Managed Service capability around eight core service pillars that mould its individual service lines into a single service offer.

These are:

- Audit and Discovery Services
- Technical Advocacy
- Projects and New Product Solutions
- Remote and On-site Support
- Service Desk
- Proactive System and Network Remote Monitoring and Management
- Managed Installs, Moves and Changes (IMACs)
- Product Management and Development

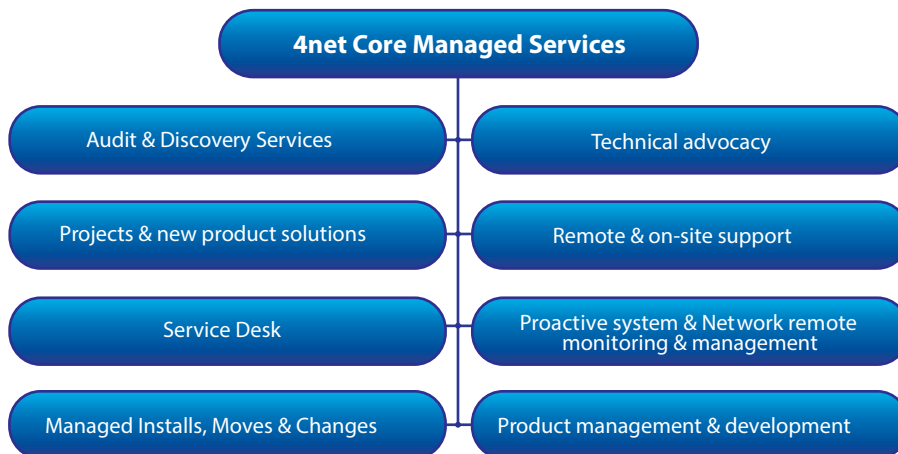
These eight pillars are then managed and controlled by dedicated Account Management and a Service Delivery team who ensure processes and procedures are defined, communicated and followed under a single SLA and contract. These then link and integrate with your own support processes.

Achievement and performance against KPIs are measured and presented, both in monthly reports and at regular review meetings. These are backed up with advice and recommendations on further improvements or initiatives.

The benefits Managed Service include:

- Single Point of contact, SLA and contract
- Reduction of suppliers and consolidation of contracts
- Faster response to incidents and problems
- Streamlined management and administration processes
- Reduced need for dedicated internal communications support staff
- Access to a broader range of technical skills and resources
- Simplified contract and service management
- Improved control of call spend and asset utilisation
- Advice and support on Unified Communications migration strategies
- Best pricing for new product, upgrades, licensing and project work
- Improved reliability through standardisation of processes
- Consolidation of trunks and network connections
- Knowledge sharing and skills training

Managed Services core elements



4net not only designs and implements next generation solutions but provides managed and support services across the UK and into Europe, 24 hours a day, 365 days a year with some of the fastest response and fix SLAs in the industry.

We also provide a range of mixed and emerging technology advice and consultancy as part of our Managed Service. Unified Communications infrastructure and system support is becoming increasingly complex and many internal teams do not have the breadth or depth of knowledge to achieve the maximum benefit from their Unified Communication environments.

Contact Centres are increasingly being driven by customers demand for service and support on their terms, which mean greater reliance on on-line support using mobile technology and accessibility 24/7. With effective tools to observe, manage and intervene with customer interaction on your site and across relevant social media channels 4net can help your business to embrace new technologies to steal a march on the competition.

Cloud Services have evolved as consumer behaviour and technology has changed and developed. It offers your organisation the benefit of being able to scale up or down as business needs change. Your employees can access data from any device from anywhere, making them more productive and you can reduce heavy expenditure on IT services with predictable pricing.

Cloud services help you manage your costs and cash flow, be agile in response to market pressure, simplify your infrastructure and process and collaborate quickly and effectively across organisational boundaries.

4net has the knowledge, skills and resources to address emerging technologies and deliver the advantages and benefits they promise through our Managed Services Solution.

Our range of value added services, from consultancy to support, provides end-to-end ownership which can help provide the right solution first time, mitigating the risk and shortening deployment timeframes, resulting in cost and productivity gains.



4net's powerful combination of service excellence and technical expertise makes us the partner of choice for organisations who want to transform the way they communicate with customers, staff and stakeholders, reduce costs and gain competitive advantage.

Our Contact Centre, unified communications, managed services and telephony solutions are designed to address today's complex business challenges, helping you to respond to your customer and staff requirements.

From simple IP Telephony Solutions to Virtual Contact Centres, from Unified Communications to Cloud Services, we partner with best in class vendors such as Avaya, Cisco and Shoretel to deliver a solutions portfolio that will address today's changing workplace and build tomorrow's future, making 4net the preferred communications partner for many businesses across the globe.