



MANAGED SERVICES

**EVERY ENTERPRISE CONTACT CENTRE IS UNIQUE,
SO OUR SERVICES ARE HIGHLY TAILORABLE.**

Our managed services give you the confidence to concentrate on your core business operations and strategies.

Managed Services are much talked about and widely offered, but the term means something different to every enterprise. That's why at IPI we start every engagement by taking the time to understand your business, your expectations and experiences.

These initial discussions are usually revealing. Increasingly we find that organisations are typically less than impressed with their current Managed Services Provider, particularly if that provider is one of the larger players.

Repeatedly, we hear the same feedback, zeroing in on an unresponsive provider which has failed to develop and improve the services provided over the contract lifetime, resulting in a Managed Service which is out of date, inefficient and of limited capability.

IPI's Managed Services philosophy offers the polar opposite of this state of affairs. Having worked with and listened carefully to a wide range of businesses, we have built our Managed Service offering to address real business needs, and drive positive, highly beneficial business transformation from the very start of our engagement.



SERVICES INCLUDE:

- Full Managed Service to ensure customer service excellence
- Incident, Service Requests and Problem Management
- Moves, Adds, Changes and Deletions (MACD's)
- Change Management
- Service and quality improvement on a continuous basis via our Service Delivery Management team
- Service Reviews and reporting on our KPI's against your Service Agreements
- Root Cause Analysis for all Major incidents
- Performance monitoring, diagnosis and reporting
- Major Incident Management

WE'LL WORRY ABOUT TECHNOLOGY

YOU CAN FOCUS ON YOUR BUSINESS

If there's one certainty in IT, it's that things are uncertain. Computers crash, software doesn't work as it should, and problems occur. And when they do, the way that you respond can be the difference between a minor hiccup and a full-blown business interruption. Are you leaving IT to chance?

Our fully-managed suite of services is designed to provide you with 24/7 peace of mind, freeing you to focus on driving your business forward. We monitor your systems, apply patches, protect against viruses, ensure backups are performing successfully, and more. We'll catch (and fix) the little problems before they become big ones – in many cases before you're even aware that there's an issue.

IPI have been supporting IT estates, complex UC and contact centre solutions, applications and Network services and are very experienced in these areas.

We extend this with further detailed monitoring of the estate through our Network Operations Centre (NOC)



NETWORK OPERATING CENTRES

IPI operates three Network Operation Centres within the UK. Our headquarters in Reading and regional offices in both Manchester and London.

HEAD OFFICE

Integration House
Turnhams Green Business Park
Pincent's Lane
Reading
RG31 4UH

MANCHESTER OFFICE

Holyoake House
Hanover Street
Manchester
M60 0AS

LONDON OFFICE

Level 3
28 Commercial Street
London
E1 6LS

SUPPORT AND PROACTIVE MONITORING

NETWORK OPERATIONS CENTRE (NOC)

IPI operates its own Network Operations Centres (NOC) based across three locations in Reading, Manchester and London. We utilise monitoring tools, designed to ensure the best possible service experience for clients. These tools enable our dedicated operations team to provide pro-active services and incident management across our entire solution portfolio.

The monitoring tools used in our NOC give us immediate notification of potential issues or sub-optimal service within a customer's solution and enables IPI to react and provide the right focused resources to ensure the incident can be resolved as quickly as possible. In the event of any notification, an automated alert is sent to the Incident team and a ticket is generated. Based on the incident, the team follows the relevant resolution process.

E-mail and SMS notification keeps the escalation, management and extended NOC team members aware of events, the

moment they occur. Optional customer notifications may also be implemented.

The monitoring tools enable our clients to make informed decisions about system utilisation, capacity and performance and as the monitoring tools are not vendor specific, we uniquely configure them to meet the service needs of each individual client.

Our customers also have access to our Client Portal allowing customers to be able to raise tickets, receive or provide updates and approve or reject any change control requests and get access to the knowledge base.

IPI provides services across Voice, data networks and IT services, providing proactive monitoring and engineering services to ensure the entire technology stack from underlying infrastructure to application and complex integrations are managed and monitored.

We believe the investment in our NOC and monitoring tools gives us the ability to provide an unrivalled first-class customer experience.



MANAGED SERVICES - THE IPI DEFINITION

An IPI Managed Service is a partnership. Working from a detailed understanding of your contact centre, and your wider business, we provide a proactive, responsive and flexible service wrap, encompassing your complete technology stack.

Using our considerable commercial and technical expertise, we reduce risk and resolve issues before they become problems, allowing you to focus on your core activities. We aim to help improve your operational efficiency.

A BUSINESS TRANSFORMATION PARTNERSHIP

Over our two decades' experience in Managed Service provision we have collated our clients' observations on the key characteristics of a Managed Service.

From the moment we begin working with you, whether we're launching new services or taking over provision of your existing portfolio, we look to improve and enhance your service.

Typically, we proactively monitor all aspects of your solution, identifying and addressing minor issues before they become major problems. We manage and remediate issues

effectively and efficiently by engaging early with your third-party suppliers. Ruthlessly focused, we will always go the extra mile to avoid delays in issue resolution.

However, what sets us apart most clearly from our competitors is our ability to transform your technology estate – and our energetic, highly effective approach to achieving that transformation.

EVERY BUSINESS IS UNIQUE

Every business is different to the next, and constantly evolving. We therefore design every IPI Managed Service to be flexible, able to adapt and develop as your needs and circumstances change.

We deliver this flexibility through an eight-step process.

- Service transition
- Change management
- Optimisation
- Proactive monitoring
- Disaster recovery
- Service reviews
- Business transformation

These components form the service wrap we apply to the technology we provide and support.

RUNNING THE MANAGED SERVICE

IPI's Managed Services deliver stronger benefits in the financial, operational, productivity and management spheres, both immediately and over the longer term, because of the way we handle our relationship with you, and the way we fulfil key activities in the running of your services.

IT'S ALL ABOUT THE RELATIONSHIP

While there are several definable components to any successful Managed Service, which, naturally, we define rigorously and deliver meticulously, the most important aspect is more intangible.

It is the relationship between IPI's service personnel and your teams that sets IPI's Managed Services apart from others. As our teams deliver value, we build trust, which in turn allows us to deliver more value, building an increasingly strong partnership between our businesses. When issues and challenges arise, we manage them efficiently and effectively, maintaining clear and frequent communication between us, your teams and your third parties.

The attitudes, experience and problem-solving skills of our personnel, allied to IPI's size and nature as a business, large enough to ensure vendors respond as required yet accessible, nimble and responsive, allow us to excel in this critical area.

IT'S ALL ABOUT THE PROCESSES

While most of the key activities listed above are well understood, three in particular set IPI's Managed Services apart:



Proactive Monitoring



Service Management



Agile and Responsive Approach

RUNNING THE SERVICE - KEY ACTIVITIES

- Ticket management
- Third party management
- Change Management
- Proactive monitoring
- Health checks and capacity planning
- Service and System Optimisation
- Upgrade and licence management
- Service Delivery Management and Service Performance reviews

PROACTIVE MONITORING

A key essential for a robust Proactive Monitoring service is the right environment for the the Service Management teams to operate in. IPI runs two physical Network Operations Centres (NOCs) – one in Manchester and a second in Reading. Both are Security Operations Centres (SOCs) as well as NOCs.

IPI operates in a complex technology environment, supporting the consumption of a range of technologies and services via a broad spread of consumption models. As a result, no single proactive monitoring tool provides all the capabilities we need. Therefore, in addition to vendor- provided monitoring tools, IPI runs three independent monitoring tools to ensure we always have a comprehensive view of all aspects of your Managed Service.

Operating 24 hours a day, seven days a week, IPI's Managed Services are supported from these two centres, with back up from on-site engineers in critical locations. Our coverage is international.

Our ability to proactively monitor every client's environment, identifying, diagnosing and rectifying minor issues before they develop into major problems, sits at the heart of our Managed Services provision.

As a result, we regularly detect and resolve issues well ahead of the affected client being aware there is anything wrong. Typical examples include issues such as server

memory reaching capacity, voice quality issues such as problems on a LAN not managed by IPI, underlying Avaya issues, and broader networking and application issues.

THE IPI PROACTIVE MONITORING SERVICE EMPLOYS A FIVE-STEP PROCESS:

1. **MONITORING** - We remotely monitor all key network elements, including servers, firewalls, routers and switches.
2. **PREDICTION** - We use sophisticated predictive analysis tools to identify potential issues, eliminating them before they become serious problems.
3. **RESOLUTION** - Secure remote access to key network elements allows us to effectively diagnose and resolve any issues quickly and efficiently.
4. **REPORTING** - Our real-time reporting engine watches network and device status, triggering instant notifications when service indicators reach a warning or critical state. Historical trend reports support the identification of areas of concern and help you make informed purchasing decisions.
5. **PREVENTION** - Instead of merely reacting when issues arise, IPI places heavy emphasis on problem prevention.



SERVICE MANAGEMENT

Traditional service models are almost always hierarchical in nature, with issues progressing upwards through a series of tiers, with vendor support the final recourse.

IPI retains the ability to escalate through tiers, ultimately to the vendor. However, we have made two important adaptations, resulting in a more mature service model.

With our continuous investment in our Engineering teams skills we aim to resolve issues rapidly, we move them on to the higher tier resolvers more quickly. Teaming our extensive expertise and experience with powerful proactive monitoring tools, we identify and classify issues earlier, moving them directly to the most appropriate engineer for their resolution.

Secondly, the IT world is becoming ever more complex, with more parties involved in every service – the client, data centre providers, vendors and various third parties, to name just a few. IPI's Service Management model has been designed specifically to address such complexity. With the client at the heart of our Managed Service provision, our consistent, partnership stance facilitates communication between all parties, driving a uniquely dynamic approach to the resolution of issues and challenges.

SERVICE DELIVERY MANAGEMENT

The Service Manager, and Service Delivery Management more generally, are key to the effective functioning of this more mature Service Model. As well as continually measuring our responsiveness, the Service Manager is available to our Managed Service clients to ensure that relationships are established and nurtured, communications channels are open and effective, and IPI remains accountable.

The Service Manager's principal responsibilities include:

- Tracking Managed Service performance and measuring against SLA
- Escalation management
- Major incident management
- Managing the continuous improvement plan
- Handling process improvements and training requests
- Ensuring all IPI and partner services are delivered as promised
- Customer satisfaction scoring
- Quality management
- Service reviews



OUR AGILE AND RESPONSIVE APPROACH

Regular service reviews will be conducted by your Service delivery manager - The reviews contain key metrics regarding service levels, identified improvements and risks.

Continual service improvements are a key area of our reviews. The assigned service delivery manager will work to review any improvements that could be implemented or reviewed as part of driving down costs and increasing efficiencies and system fault reduction

This can include infrastructure, processes as well as future roadmap improvements. Our pre-sales team will often be involved in providing roadmap improvements as well as demonstrations of new products and features that the client may be interested in. The service improvement plan is reviewed during each review and updated in our communication minutes keeping all parts of the client business up to date.

INCIDENT AND SERVICE REQUEST MANAGEMENT

Our service desk serves as the primary point of contact for our clients. It also provides a communication channel between other service departments within IPI including pre-sales and professional services. Our desk manages both Incident and Service Request Management functions within an ITIL framework using our enterprise ITSM AutoTask system.

ITSM not only maintains and manages our client tickets, but also provides reports on key metrics, and tracks ticket queues and project schedules to make sure our services are as efficient as possible. Our clients are also able to utilise ITSM dashboards to track ticket progress.

TRANSFORMATION OF TECHNOLOGY

The long-term future and success of any business depends on continual improvement. This is every bit as important in the contact centre, customer facing as it is, as it is in other business functions.

At IPI, therefore, we are absolutely committed to helping you transform your business by enhancing your use of communications technology generally, and contact centre technology specifically.

We'd even go so far as to say that if your current Contact Centre Managed Service Provider is not driving improvements in your business, they are selling you short.

EXPERIENCED TEAM OF EXPERTS

CONTACT OUR MANAGED SERVICES TEAM

We don't just install and forget. We install and add value. Offering a complete range of Managed Services, our dedicated team can keep every part of your infrastructure – from disk and tape to your network and operating system – working at its best. Uninterrupted. Available. Leaving you free to focus on managing your business, not your IT.



Monitor and Report

Detect issues before they arise



Service Desk

Providing communication channels



Reviews

Regular service reviews



Management

Ensuring relationships are established and nurtured

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