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# MANAGED SERVICES - PRECISION INSIGHT

TARGETED MONITORING,  
PROACTIVELY DELIVERED BY IPI



# IPI MANAGED SERVICES

## YOUR CONTACT CENTRE IS THE EPICENTRE OF YOUR CUSTOMER SERVICE OPERATION.

This complex environment processes numerous transactions every day, with its agents interacting with customers across multiple channels – helping to keep your businesses operational and your customers happy.

Ensuring that your contact centre infrastructure performs optimally is critical to your success – however, as with all IT systems, problems can and will occur. Ensuring that everything runs as it should and that any downtime is minimised can be a full-time job and most organisations simply do not have the in-house expertise or enough resources to proactively monitor their infrastructure.

If you are one of those companies, IPI's Managed Services can take care of managing your contact centre system, allowing you to focus on what matters most – driving your business forward.



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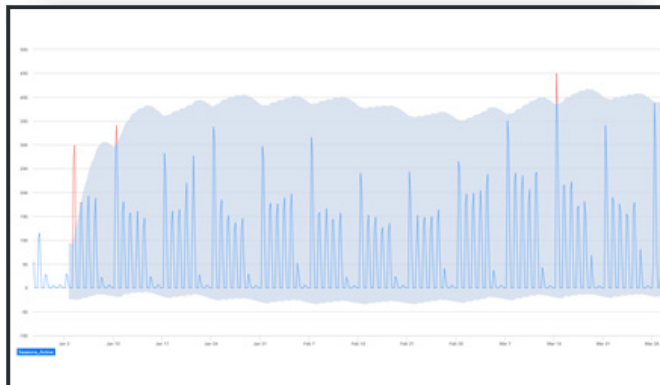
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# OFFERING FULL VISIBILITY FOR HYBRID IT

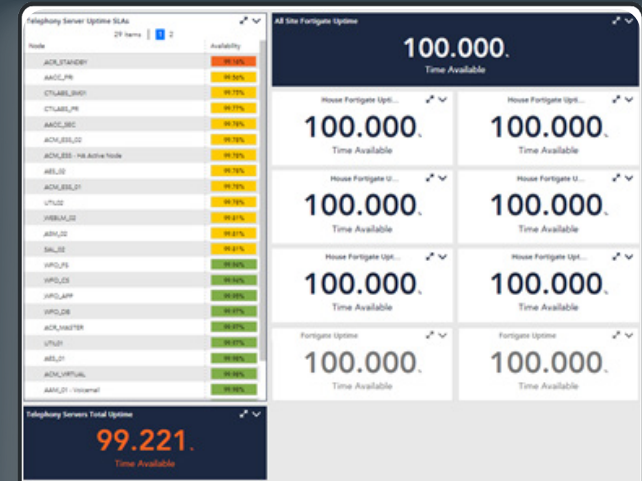
At IPI, as part of our Managed Service offering our Precision Insight solution allows us to monitor and manage all aspects of the services we provide including, connectivity, infrastructure and services as well as your IT, UC and Contact Centre systems. Whether on-premise or in the cloud, our expert teams and world class tools allow us to proactively monitor operations to identify potential issues before they impact your business and customers.

Using Artificial Intelligence for IP Operations (AIOps) and powerful anomaly detection, we are able to see issues that arise outside of the usual operating range of the solution ensuring that we always have a comprehensive view of all aspects of your Managed Service.

## ANOMALY DETECTION



## SERVICE AND SYSTEM UPTIME AVAILABILITY



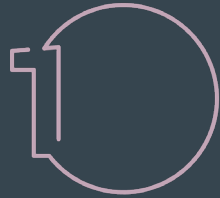
## BENEFITS OF PRECISION INSIGHT:

- ◆ Proactive monitoring of systems to identify problems
- ◆ Detect and alert on anomalous log patterns by using continuous profiling algorithms which automatically learn, removing the need for complex manual querying
- ◆ Reduce Mean-Time-to-Ticket-Repair
- ◆ Automatic alerts to flag issues directly to our NOC
- ◆ Proficiency with both on-premise and cloud-based infrastructures
- ◆ Genesys and Avaya specialist insight



**PROACTIVE MONITORING**  
**THE IPI WAY**

## OUR PRECISION INSIGHT FOLLOWS A ROBUST FIVE-STEP PROCESS:



### MONITORING

IPI proactively monitors all aspects of the solution including key network elements, servers, firewalls, routers and switches, applications and services.



### PREDICTION

We use sophisticated predictive analysis tools to identify potential issues, eliminating them before they become serious problems.



### RESOLUTION

We automatically resolve common issues and, when needed, alert our expert technical teams to take action needed to effectively diagnose and get to the root cause of any issues, resolving these quickly and efficiently.



### REPORTING

Our real-time reporting engine reviews the network and system's performance and status, triggering instant notifications or alerts when service indicators reach a defined status. Historical reports trending over time supports the identification of areas of concern and helps to make informed decisions. Our reporting systems validate the availability and uptime performance requirements of the services we provide to our customers.



### PREVENTION

Powerful information on system performance over time allows IPI to focus on problem prevention from the get go, rather than merely reacting when issues arise.

# PUTTING THE 'PRECISION' IN OUR INSIGHT

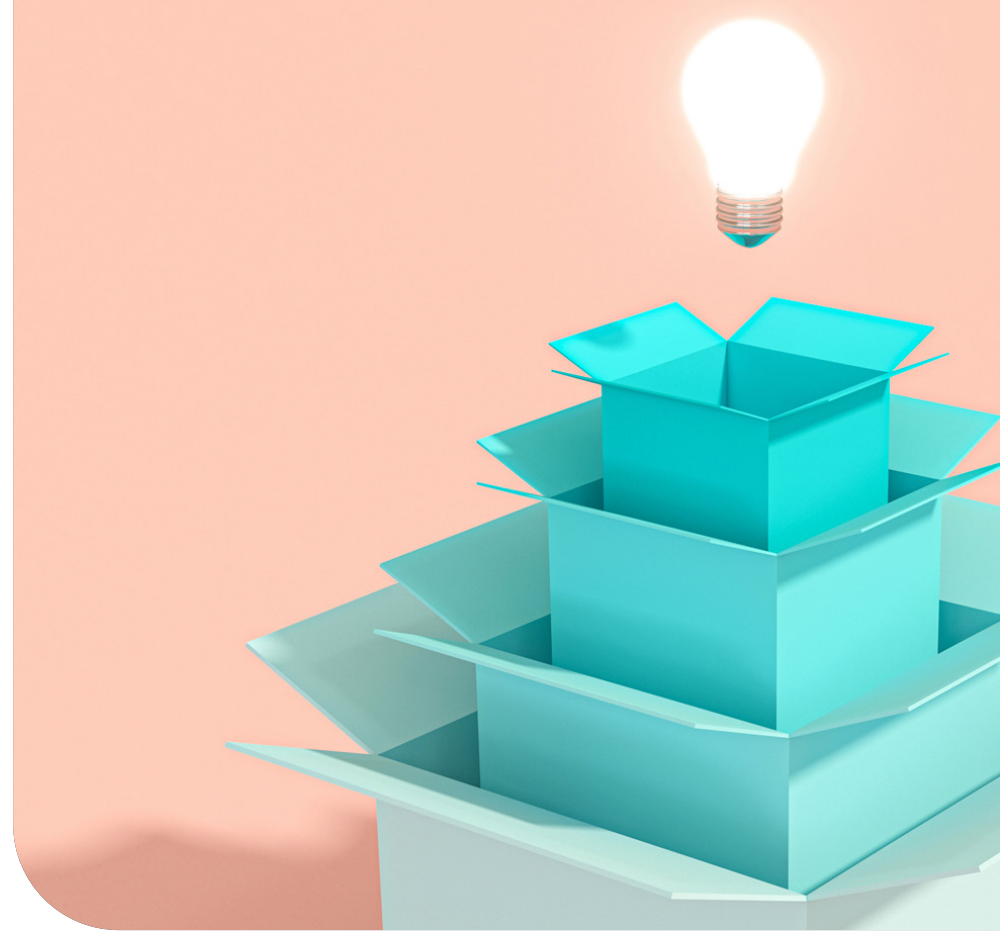
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Our use of **ARTIFICIAL INTELLIGENCE FOR IP OPERATIONS (AIOps)** helps us to gather insight into future trends to proactively prevent issues before they occur. Using big data and machine learning, we can automatically discover correlations between events to find the source of issues faster, reducing the Mean Time to Repair (MTTR) in the process. Using powerful anomaly detection, we are able to see issues that arise outside of the usual operating range of the system.

We use **DASHBOARDS** to provide visibility into the health of your system. With a clean user interface, the dashboard provides a high-level overview of the data gathered. Its inbuilt automation proactively sends you email updates to confirm that your systems are performing as they should.

From information about the performance of SLAs, to the details around the operation of devices and servers, the dashboard provides you with accurate and up-to-date information on the state of your systems and, most importantly, continually demonstrates that IPI is delivering against its service availability and uptime SLAs.

Where SIP services are provided by IPI, we bolt on an **AUTOMATIC ALERT SYSTEM** to highlight call quality issues as they occur, enabling us to take immediate action if required.



For customers using either Avaya Media Servers or Genesys platforms, we can also track the **MEAN OPINION SCORE (MOS)** of calls. By continually monitoring the voice call quality, we can identify where and when problems are occurring.

## BENEFITS

- ◆ Get an up-to-date view on system performance
- ◆ Understand where the issues are
- ◆ Take action to address any issues in a proactive way

# IPI'S MANAGED SERVICE PROVISION

An essential part of a robust Precision Insight service is having the right environment in which the Service Management teams can operate. IPI's Network Operations Centres operate 24 hours a day, seven days a week, with IPI's Managed Services teams providing expert engineering services across international zones.

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, we always have a comprehensive view of all aspects of your Managed Services and regularly detect and resolve issues well ahead of the affected users being aware there is anything wrong.

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



# WHY IPI?

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With two decades of experience, IPI is well versed in the intricacies of delivering and managing the most complex of technologies, processes, roles and demands within IT, UC and Contact Centre environments. We understand the realities of running a demanding operation and we deliver results, managing systems that power four million customer interactions and **SUPPORTING MORE THAN 65,000 AGENTS EVERY DAY.**

We offer a unique blend of contact centre operational experience combined with deep technology knowledge to ensure that we can confidently predict, and proactively support systems and services every minute of every day. Our service is continually evolving so that the people, the processes and the technology that make up our Managed Services provision continue to offer a best-in-class service.





# RELIABLE AND CONSISTENT EXPERIENCES

CONTACT OUR EXCEPTIONAL TEAM FOR A FREE CONSULTATION OR AN INFORMAL CHAT

Get answers to your questions about Customer Experience and how to manage your interactions smoothly and efficiently. Our experts will guide you through our solutions and advise you on how to get the best for your customer relationship.



## Empower

Real-time information for your agents



## Connect

Consistent customer satisfaction



## Secure

Simplify security and compliance



## Scale

Add communication channels at pace

## TAKE THE NEXT STEP



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