

# Managed Services

Whatever challenges your communications estate is facing, our unique approach to managed IT services will ensure your business functions remain optimal

Conn3ct's extensive experience in managing global networks has led to our proactive approach when addressing the inevitable issues that arise within every communications estate.

From critical infrastructure to highly regulated compliance environments, this unique outlook promotes business continuity, ensures security, and maintains optimal business performance for our customers, around the clock.





“Like a true partner, Conn3ct has become an extension of our IT team, assisting us in developing and driving a global strategic solution with the prerequisite cost saving optimisations.”

Global Beauty Company

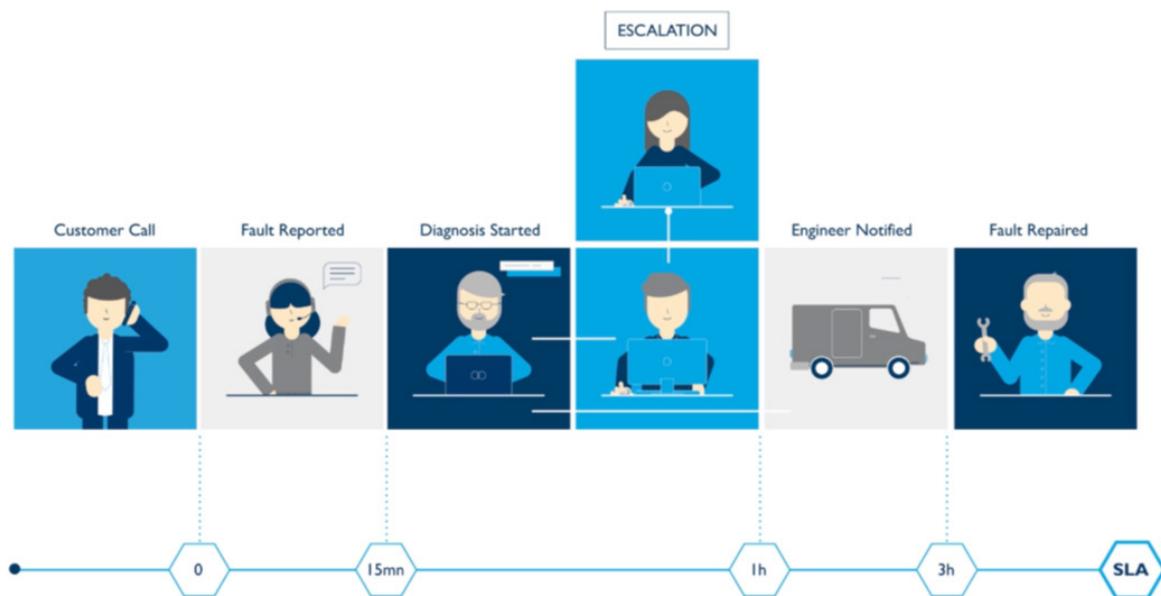
# Our Managed Services

Most companies employ an escalation-based service process: once an SLA has been breached, escalation begins. Conn3ct's view is that by this stage, it is already too late to escalate.

That's why we operate a strict jeopardy management process. By breaking the SLA down into key milestones, we can ensure that within 15 minutes we will have diagnosed the fault, and within one hour we will either have fixed the fault remotely or dispatched a skilled engineer.

By utilising our proprietary jeopardy management software, you can benefit from:

- Jeopardy Management: We escalate on approaching a set milestone within an SLA — not a breach of SLA.
- Alarm Management: Automated diagnosis of system alarms that are filtered and prioritised into our ticketing system.
- 24/7 Support: Every single automated ticket is checked by an engineer to ensure our customers' systems are always kept online.
- 24/7 Online Reporting: Conn3ct offers an online portal for our managed service customers – providing a 24/7 view of network status, ticket information, and service activity.



## Proactive, Preventive, Predictive

As a managed service provider, our helpdesk is truly 24/7 and is complemented by our fifty-strong team of in-house engineers, enabling us to provide exceptional round-the-clock remote support.

We only send an engineer to site 4% of the time (compared to 22% where customers are supported on a reactive, break-fix basis). Using our latest alarm monitoring technology and our proprietary jeopardy management processes, we achieve over 95% SLA for our managed service customers.

Conn3ct delivers continuity and security through a range of best-in-class vendors, all managed by our dedicated service delivery team. Our service delivery managers identify, implement and manage backups, security vulnerabilities, and any OEM updates on behalf of our clients.

We understand our clients' business needs, which is key to us providing the essential managed IT services they require with the service they demand.

## Service Management

Service management is integral to the client relationship during the lifecycle and progression of the relationship. Our client lifecycle includes:

- **Business Reviews:** Your SDM will discuss all aspects of your relationship with Conn3ct, reviewing our performance, analysing all data collated into reports, and ensuring there is continual service improvement.
- **Continual Service Improvement:** We use real metrics to identify areas of improvement and to measure the impact of improvement efforts, including whether critical success factors have been met against the key performance indicators (KPIs) that have been set against them. Continual service improvement takes place throughout the lifecycle of our relationship.
- **Problem Management:** We follow ITIL processes for managing the lifecycle of all issues. We aim to prevent incidents from happening and to minimise the impact of incidents that cannot be prevented.
- **Change Management:** We actively work with our customers' change processes to ensure all documentation is peer-reviewed before submission. This ensures work is planned efficiently and effectively.

All of Conn3ct's internal management processes integrate seamlessly, allowing our clients to benefit from the highest levels of performance, uptime, security, and availability — all with minimal management overheads.

“Our ultimate goal is to provide the best service, at the right time, for the best value.”

Martin Cross, CTO, Conn3ct

## About Conn3ct

Conn3ct is a truly vendor-agnostic communications partner that helps multi-site organisations across the world solve their communications challenges.

Conn3ct are a trusted advisor that draws on over 30 years of knowledge and experience to solve complex communications challenges in three areas; **Contact Centres**, **Unified Communications (UC)** and **Network Services**.

Our vendor-agnostic capability allows us to build completely bespoke solutions for your business. We deliver end-to-end digital transformation by refining your people, processes, and technology.

## Our Clients

We support a diverse range of blue-chip organisations across the globe in the deployment and management of Contact Centre, Unified Communications and Network Services environments.



## Core Technology Partners

Conn3ct enjoys long-standing relationships with the world's leading technology partners. We have the highest level of accreditations to provide on-demand experience and expertise.



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