

UNIFY

Outsourcing your IT support services

As technology areas become increasingly intertwined, the need for integration goes beyond systems and extends to management and support. Network, data centre, collaboration and security require expert skills and knowledge to support them as standalone solutions, but when they are integrated to create a single ICT environment, in-house management and support may not be enough.

365IT's real-world experience and high quality, managed service provides expertise and support across your IT systems and networks.

Our comprehensive suite of support services

UNIFY is our suite of integrated management and support services. Delivered by engineers and technicians with skills that cross network, data centre, collaboration and security, UNIFY can provide as much or as little support as you need, in the way that you need it.

Our UNIFY services provide a single point of contact for all network, data centre, collaboration and security related issues. Ranging from basic telephone support and remote diagnostics to a fully integrated service desk pro-actively monitoring and managing your computing and network environments for maximum business benefit, 365IT can provide you with the operational efficiency needed to allow you to focus on your business.

Managed support allows you to incur predictable costs and meet business-focused service levels for performance, availability and compliance.

Expertise

Our dedicated focus means that our engineers are continually exposed to the design, implementation and on-going support of customer environments; ensuring issues are dealt with as quickly and efficiently as possible.

Our relationships with vendors such as Cisco, VMware, Microsoft, IBM, Websense, Mimecast and WatchGuard ensure we have the highest level of access to their technical teams to assist with more complex issues when needed.

Unlike many other simple 'break-fix' or remote monitoring services, UNIFY extends from telephone support contracts to fully managed service agreements for networks, data centre, collaboration and security systems. This end-to-end approach is regarded as critical for the effective management and secure performance of Unified Communications systems.

Each of our UNIFY service offerings has multiple elements and options that are tailored to your organisations individual requirements and/or preferences

UNIFY

Telephone technical support with remote diagnostics; includes technical enquiries, configuration assistance, problem investigation, interoperability issues and remote software upgrade assistance.

UNIFY Assist

Remote service assisting customers with making moves, adds, changes and deletions (MACD's) to the ICT environment including Microsoft Active Directory and Exchange user accounts, VPN's, firewall rules and UC applications. Contact Centre applications, e.g. adding new agents, changes to skills base routing, agent skills, time of day scheduling etc.

UNIFY Managed Services

Real time monitoring with alerts on failure of devices, online access to current schematics, web access to view real time statistics, automated switch/router configuration backup, updates and versioning. Pro-active monitoring of systems to provide trend-based device utilisation and performance management.

UNIFY Vendor Support

Vendor software and hardware break-fix maintenance services.

**For more information
on UNIFY support for your
business please call us
on 0845 5055 365**

