FourNet®

Intelligent Managed Services

Let FourNet Run your communications infrastructure. So you can focus on running your business

- 24/7/365 round-the-clock support
- Proactive Prevention
- Rapid resolution

Contents

FourNet Intelligent Manages Services

Digital transformation projects have increased the rate of technology adoption – but relevant skills and experience remain in short supply. Worse still, a significant majority of your budget is used just to keep the lights on.

There's nothing left in the budget for hiring the cutting-edge skills you need to stay ahead of the competition.

If your existing support and service resource cannot keep up with the pace of change, or fully achieve strategic goals, it's time to consider an alternative. And this is where Intelligent Managed Services from FourNet can make all the difference – without busting your budget.

By partnering with FourNet you can get the skills you need and release funds for investment in new technologies that will drive your business forward.

Customer Challenges

The increasing demands of Customer Experience and Digital Transformation programs have placed IT and comms at the very centre of corporate strategy. This has exposed the following issues:

Escalating Support Costs

- The modern technical environment is increasingly complex with new applications and services being added regularly. In return for the added business benefits these new systems bring, operating costs can also increase.
- The more of your budget that is spent 'keeping the lights on', the less money is available for the strategic projects that will help drive business growth.

Increased Service Demands

- A data-driven business needs to have core systems available around the clock. At the same time, your organisation is expanding in terms of headcount, client numbers and geographical reach.
- Increased demand places additional pressure on your resources. Eventually you will have to offer 24x7 assistance to ensure systems are always available.

Skills Gaps & Shortages

- New technologies require new skills, which means retraining existing staff or employing new ones to ensure everything runs smoothly.
- High-demand technologies will make it harder to secure those skills – you'll have to pay more or take a risk and try to manage problems with reduced efficiency until your existing team have acquired the necessary skills.

Changing Priorities

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Benefits of Managed Services

Helping balance increasing employee & customer demands against a limited IT and comms budget.

Improved Service Coverage

Providing an in-house round-the-clock service desk is expensive and complicated. By partnering with a managed services provider you can solve scheduling, shift and salary headaches – and save money too.

As your business grows, a managed service provider can help you deliver 24x7x365 support to users.
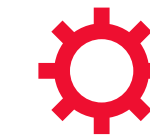
Proactive Maintenance

Support is useful in an emergency, but avoiding an emergency is invaluable. Proactive maintenance identifies and resolves issues before they result in downtimes and outages.

New projects and developments will take up most of your IT team's time and resources, leaving little time for proactivity. An external partner ensures that these vital tasks are not neglected and that telecom service continuity

Access To The Latest Skills

A managed service partner will invest heavily in their team. This ensures that they are able to provide the best possible service to their clients.

Their highly skilled engineers can help clients apply best practice principles, direct future investments more intelligently and – most importantly – ensure their comms system is fully optimised for greatest efficiency and resilience.
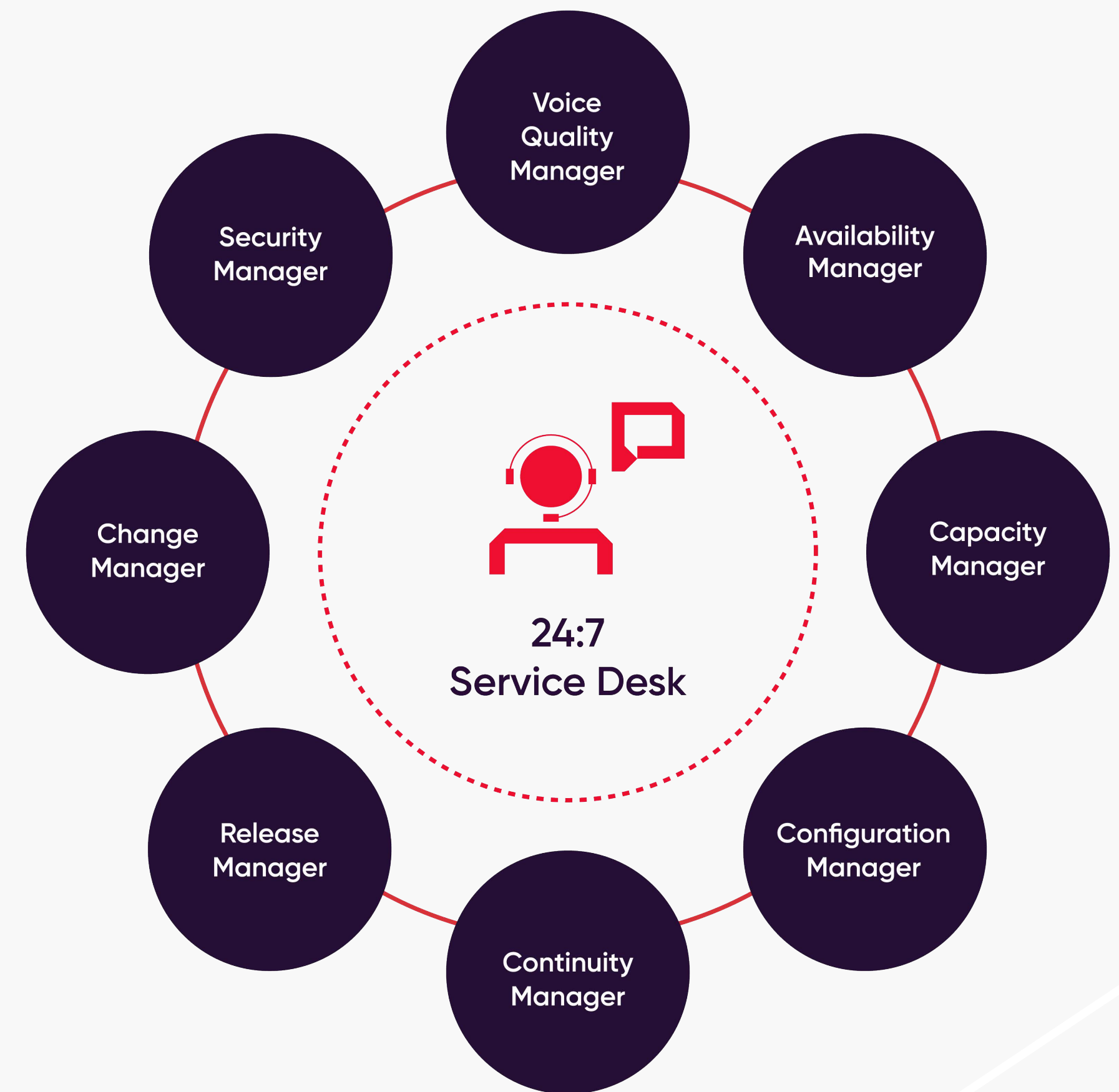
Inroducing
FourNet Intelligent Manages Services

Proactive monitoring, problem management, service desk, back up, disaster recovery and more. All delivered to standard SLAs and available 24:7.

Benefits of IMS

- Proactive monitoring means better performance and reduced downtime
- Shared service desk results in reduced TCO (typicallybetween 15-20%)
- Utilisation reporting allows you to reduce unused capacity and deliver financial savings
- Mitigate risk by identifying threats early to prevent business disruption

Voice Quality Manager

Security Manager

Availability Manager

Change Manager

24:7 Service Desk

Capacity Manager

Release Manager

Configuration Manager

Continuity Manager

Intelligent Managed Services Packages

Perform, Assure, Protect +

IMS Packages	Feature & Benefits	FourNet Value Add	ESP Modules	Support
Protect+	System disaster recovery Identify precursor events to prevent outages	Automatic backups, Unauthorised Activity Detection	Continuity Security	Service Delivery Manager
Assure	Auditability Optimise configuration & resources Software release management	What, When, Who, Asset Tracking & Software Version Management	Change Configuration Release	Service Delivery Manager
Perform	Review resource utilisation Application performance of IP Voice Reacts to faults notified by monitoring tool	Asset Utilisation & Planning Diagnose VQM Proactive Service Desk Suppor	Capacity Availability Alarming	Service Delivery Manager
Maintain	React to faults called in by customers Persistent remote access	Hours of Service & SLA Reactive Service Desk Support	Access Concentrator	Service Desk

Introducing ESP

At the heart of every FourNet Intelligent Managed Service package is our 24:7:365 service desk, our team of experienced engineers and our dedicated Service Delivery Managers.

The right tools

Our service desk is powered by ESP, our cloud platform which shines a light on every part of your communications environment, improving service availability and peace of mind.

Using ESP our service desk engineers can monitor, diagnose and report on the health of your communications and contact centre systems and applications. They can get to the bottom of incidents before your users complain and identify root causes to stop them happening again. They can advice you on bottlenecks that are slowing down your network and report on unused resources that can be switched off to save money.

38 m
Events auto-remediated

548 m
Calls monitored for user experience

1.5 k
Documents created per second

67 k
Queues analysed for customer experience

957 k
Calls monitored for user experience

FourNet Proactive Services

Voice Quality Manager

There's nothing more likely to frustrate your employees or your customers than poor quality audio. Our Voice Quality Management monitoring reports on the audio clarity of calls and isolates network components responsible for poor voice quality. FourNet then support your team and your partners to improve the quality of service.

Continuity Manager

Assists with rapid systems recovering in the event of a catastrophic failure. Continuity Manager regularly collects and stores vital back up data which can be used to restore and recover your system. Configuration data is held either in our securely hosted data centre or your environment and can be easily retrieved by FourNet ensuring service is restored as quickly as possible.
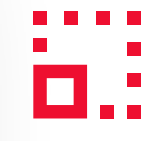
Change Manager

Change Manager maintains a common view of system changes through a single tool, working across multiple vendor applications it reduces engineering time and complexity when capturing change information.
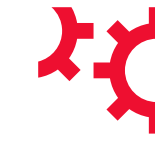
Configuration Manager

A real time view of your unified communications and contact centre assets enabling easy asset tracking, design and planning. Configuration Manager automates the collection of asset information and presents it in an easy to understand Configuration Management Database which includes As-Built Schematics.

Availability Manager

Fix problems before they happen. Our Availability Manager monitoring increases application uptime, automatically performing corrective actions and resolving 90% of issues without human intervention. Linked to an ever-growing knowledge base, Availability Manager links known problems with proven actions to prevent business interruption, reducing repetitive engineering effort while increasing systems availability.

Release Manager

Mitigate risk by managing software version control. Release Manager includes a configurable Definitive Software Library which stores the latest manufacturers releases. Any variations between the Definitive Software Library and the Configuration Management Database are reported via the Service Desk which means you will always have the correct versions of your software available to quickly restore service in the event of an outage.

Capacity Manager

Our Capacity Management tool provides real-time and historical capacity reporting enabling you to forecast future system resource needs. We aggregate capacity reports from multiple sources giving you a single view of network capacity. This insight into hardware and software assets, network usage, internal resource utilisation and individual component performance enables you to optimise the performance of your network.

Security Manager

Protecting your organisation from cyber-attack. SIP based communication needs countermeasures to prevent hacker intrusion, bandwidth abuse, toll fraud, service hijacking and denial of service attacks. Security Manager brings real-time threat awareness capabilities, watching and flagging suspicious activity, keeping you in the picture and one step ahead of the bad guys.

FourNet Deployment Approach

The FourNet IMS service is provided directly from our Manchester based 24x7x365 manned Operations Centre.

FourNet IMS complements and enhances your own comms engineers to improve the overall quality of service offered to users, so we work closely with them.
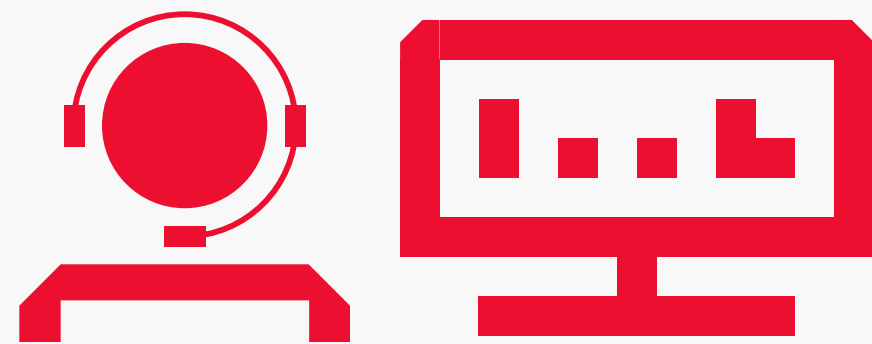
The Team

Service Delivery Manager: Your assigned FourNet SDM will ensure that the service provided by FourNet exceeds your expectations and develops as the needs of your business change. The SDM will discuss all details, questions and queries surrounding the service you receive or would like to receive in the future and becomes a single point of contact during any high priority incidents or problem cases.

First Line Support: The Fist Line Support team consists of expert incident managers who will triage the incident and look to resolve the issue, where they cannot solve the incident, they will ensure the correct resolver group is engaged and working the case as promptly as possible. They will then ensure that the case is managed proactively in order to resolve the incident as quickly as possible. The team undergo a continuous service improvement regime where processes are reviewed and amended with lessons learnt from troublesome cases.

Second Line Support: The second line support team consists of qualified engineers and FourNet support partners and will manage incidents professionally, courteously and expediently and in-line with your defined SLAs and KPIs.

Third Line Support: 3rd Line Engineers take ownership of incidents escalated by the 2nd line support team and assist with Problem Management and manufacturer escalations. Third Line are also responsible for the technical development of the Second Line team.

Service Desk Manager: The Service Desk Manager is responsible for overall operations of the Service Desk including staff. It is their job to ensure that your SLAs are being met and the Service Desk is fulfilling the set business objectives. Additionally, the Service Desk Manager will also ensure all teams are working effectively and are coordinated with each other; including capacity management of the service desk and ensuring the Service Desk is giving you the most efficient, effective service possible.

Head of Managed Services: The Head of Managed Services clearly defines the content of services which we are contracted to deliver. The Head of Managed Services will set expectations of service quality, availability and timelines.

This support structure has been designed to ensure you receive the most effective, efficient support for your telephony, Unified Communications and Contact Centre issues.

One simple monthly fee

FourNet Intelligent Management Services are available on a fixed-price contract basis. Whichever support package you choose, everything is included in one simple, monthly fee. Which means simpler budgeting and no unexpected surprises.

	Maintain Reactive support to keep you up and running	**Perform** Proactive monitoring - you never run out of capacity	**Assure** Real time view of your systems and assets	**Protect** Rapid recovery & proactive security monitoring
Service Desk Access – Web, Portal & Phone	●	●	●	●
FourNet Engineer Remote Diagnostic	●	●	●	●
FourNet Engineer Call Out		●	●	●
Service Delivery Manager		●	●	●
Dashboard		●	●	●
Monitoring – Voice Quality Management		●	●	●
– Capacity Management		●	●	●
– Availability		●	●	●
– Configuration Management			●	●
– Change Manager			●	●
– Release Manager				●
– Continuity Manager				●
– Security Manager				●

About
FourNet

FourNet provide mission critical services to Public Safety customers including South East Coast Ambulance Service, Cheshire Fire and Rescue, South Coast Ambulance Service, Lancashire Constabulary and West Midlands Ambulance Service.

We provide highly available contact centre solutions delivering 999 & 111 services to the public and back office solutions to support a flexible, agile workforce.

Our expertise is in transitioning and integrating complex, legacy systems to deliver the latest communication, collaboration, and contact centre capabilities.

Our managed support service and proactive monitoring averts problems before they happen, helping ensure five 9s reliability for our emergency services customers.
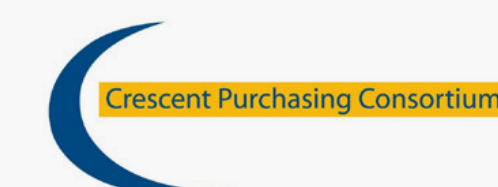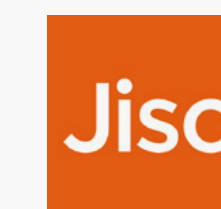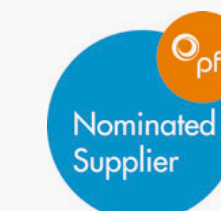
Network Accreditations

PSBA
RHWYDWAITH SECTOR CYHOEDDUS CYMRU | THE PUBLIC SECTOR NETWORK FOR WALES

Our Accreditations

ISO 27001 — Information Security Management System Certified
ISO 9001:2015 — CERTIFIED COMPANY
CYBER ESSENTIALS PLUS
CESG

Our Awards

AVAYA EMEA Cloud Partner of the Year
AVAYA Innovation Partner of the Year
AVAYA International Cloud Partner of the Year
AVAYA Private Cloud Partner of the Year

Easy To Procure

Crown Commercial Service Supplier
pfh Nominated Supplier
CYSYLLTU CYMRU CONNECTING WALES — Cwsmer – Cysylltu – Cydweithio / Customer – Contact – Collaborate
HM Government G-Cloud Supplier
Jisc
Scottish Government Riaghaltas na h-Alba gov.scot
Crescent Purchasing Consortium
Achilles UVDB QUALIFIED

FourNet ®

Thank you

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