

The top half of the image features a dark blue to green gradient background. Overlaid on this is a network diagram consisting of various icons (cloud, laptop, monitor, smartphone, house, printer, server, cloud storage, padlock) connected by lines. A hand is visible on the right side, pointing towards a central node in the network. The Maintel logo, which includes the word "maintel" in white and a colorful geometric icon, is positioned in the upper left corner.

maintel

Maintel Managed Services

Addressing your unique challenges

Helping businesses optimise their ICT investments is the core of what we do at Maintel. So we understand just how important it is that the services, systems, connectivity and devices that underpin your business-critical ICT solutions are always performing at their best.

We also understand that providing always-on communications and supporting ICT infrastructure and services involves myriad challenges, including:

- Managing change
- Incorporating feedback
- Maintaining skills
- Undertaking 24/7 monitoring
- Maintaining platforms
- Producing accurate MI and BI analysis and reporting.

The smoother your end-user experience, invariably the more complex the integration, operation, monitoring and support are behind the scenes. And with end-users demanding a secure, seamless user experience on any device, at any time, operational support services have never been more critical.

The rate of change is ever increasing. Organisations have to react to change quickly, and simply keeping abreast – let alone competent, compliant and competitive – has never been more challenging.

Irrespective of where you are on the adoption curve, you'll likely have multiple technologies and services running in parallel, many sharing infrastructure networks and server resources and all at different stages of their lifecycle.

These may be housed on-premise, delivered from a data centre or delivered from public clouds. Some you'll own outright, while others you'll consume as a service. All rely on each other more than ever before.

Maintel support and managed services address these challenges with a rich matrix of service components, tailored to meet your unique requirements.



Our approach

We work to understand your needs for today and plans for tomorrow, designing solutions that truly support all aspects of your businesses objectives.

Each Maintel support package is tailored to meet your requirements and resources, featuring the deliverables, scalability and flexibility you need. We then put metrics in place to measure and highlight how our services perform.

Our areas of expertise include:

- Unified communications
- Contact centres
- Networks and connectivity
- Mobility and flexible working
- Managed print and document solutions
- Support and maintenance of your underlying infrastructure.

Once we've determined your objectives, we devise a plan to smoothly and efficiently move you to your new service, at a speed that is right for you.

Once operational, you'll enjoy the benefit of not having to worry about anything.

You need the confidence that your communications are reliable, resilient and available. That's why our support services are the bedrock of any managed communications services we deliver.

Irrespective of the service level you choose, you can be assured that Maintel will take ownership of any problems. Our foundation support services are accessible 24 hours a day each, every day of the year, across all support levels.

Our industry-leading support services are also bolstered by a network operations centre (NOC) and aligned security operations centre (SOC).

Staffed by highly-skilled, multi-disciplined

technicians organised in small teams, our centres employ industry-leading service management platforms and advanced monitoring and diagnostic tools to ensure the right people are working on the right issues, at the right time.

Our agile, collaborative approach means we can respond to issues extending across multiple platforms and services proactively and effectively. While the vast majority of reported issues are dealt with remotely via our NOC, technicians based throughout the UK can also visit your premises where necessary.

Built on ITIL best practices

Maintel's support services closely follow the Infrastructure Technology Information Library (ITIL) best practice guidelines to ensure your technology is properly supported at all times.

- **Incident management** – restores service as quickly as possible using established diagnostic and logical problem-finding processes, before applying a resolution or workaround
- **Problem management** – ensures incidents are managed in the most effective manner, to common standards, by developing problem identification, recording and avoidance strategies. Also includes measures to ensure incident rates are reduced in the long-term, including knowledge base build
- **Change management** – ensures that any alterations to a solution are impact assessed, recorded and signed off with the appropriate level of authorisation
- **Configuration management** – ensures that agreed standard configurations for individual technologies and business requirements are used, with no unauthorised variations
- **Release management** – enables the appropriate pre-testing and controlled deployment of new and updated hardware or software components, and amendments to standard configurations.

Gain real visibility into performance

Gaining performance visibility at a technical, operational or business information level is something many organisations struggle with. We help you address this with our powerful monitoring and management solutions.

Delivered as a service from our enhanced services tier, Maintel provides you with deep insight into the performance of your networks and UC applications, whether in terms of incidents and operational performance or within a business context.

We can also extend the reach of our monitoring platforms to supervise your wider estate. Our systems can comfortably monitor many other business applications, operating systems and services, illustrating performance on custom dashboards tuned to the technical, operational or business indicators that are critical to your business.

With communications applications sharing similar infrastructure to other key business applications, our monitoring platforms can also support displays of Windows server and Linux server environments, showing:

- Real-time and historic CPU
- Memory and disk utilisation
- Network usage and performance
- Disk usage and performance
- Event log entries
- Process starting and stopping events
- Configuration information including software version, hardware, network information, bios and serial numbers.

Support services	Base	Standard	Enhanced	Premium
Service desk cover	24/7	24/7	24/7	24/7
Coverage period	8-18 MF	8-18 MF	24/7	24/7
Initial response	60 min	30 min	60 min	30 min
Return to service – cat 1	NBD	4 hours	8 hours	4 hours

Service delivery	
Incident management	<input checked="" type="checkbox"/>
Problem management	<input checked="" type="checkbox"/>
Technical support	<input checked="" type="checkbox"/>
Escalation management	<input checked="" type="checkbox"/>
Hardware replacement	<input checked="" type="checkbox"/>
Vendor management	<input checked="" type="checkbox"/>

Designed by us, built for you

Our monitoring gives you the reassurance that your critical business services are performing optimally at all times, and the that should any issues occur, we're on the case.

When issues arise, the monitoring system will generate a fault ticket into Maintel's service management platform, triggering our incident and escalation management processes. The criticality of any outage or degradation can be determined automatically with an automated email or text notification appropriate to the severity of the incident.



Why Maintel Managed Services?

The right technology

We work with you to understand your strategic goals, and identify where and how ICT can help you achieve them.

We draw on our vendor neutrality and market knowledge to design technology solutions that encompass UC and contact centre components, including fixed and mobile connectivity and adjunct services and security. This enables your clients, staff and suppliers to connect how and when they need to.

We deliver this technology either on your premises, in data centers or a combination of the two, integrating or transitioning your existing infrastructure as appropriate.

The right service

We design a service package that is as simple or comprehensive as you require. That could be 24/7 reactive support or full responsibility for the operation and management of your ICT delivery of services to your stakeholders.

We provide monitoring and management of infrastructure, applications, networks and devices, and can report on capacity, traffic, performance and availability. Our business support services can include outsourcing services such as ICT expense management and departmental reporting.

The right terms

Maintel's commercial terms are designed to facilitate ease of doing business, with clear, comprehensive supply and support SLAs.

We keep things simple with capex, opex and hybrid procurement options and online ordering and reporting portals, while our move, add and change packs enable rapid ordering and delivery of agreed services by your authorised staff.

Our account management and service delivery teams, meanwhile, ensure you always have a familiar point of contact and reporting.

The right future

We have strong relationships with market-leading vendors of IT connectivity and services, as well as premier industry analysts. We constantly review our product and services portfolio to ensure we offer our customers the latest innovations.

We can build upgrades and enhancements into our solutions to be delivered over the lifetime of the contract, so you can be assured of always having the advantage of the latest services. We also run regular workshops and podcasts on market trends so you can keep abreast of the market and your position in it.

The right accreditations

Our business operations are accredited to ISO 9000, our delivery organisation operates under ISO 270001 and Cyber Essentials Plus, our service operations follow ITIL best practices and our staff are some of the most highly accredited in the industry.



Your support package: key terms defined

Proactive patch management

Manufacturers of software-based products periodically release bug fixes. Maintel's proactive patch management service reviews these releases and updates your system at agreed regular intervals. These patch updates will be managed under ICT best practice change control and applied at a time agreed with you.*

Change management

Most organisations are in a constant state of change. This often has an impact on ICT infrastructure and services, requires technology or applications to be altered, expanded or reconfigured. Maintel offers a change management service following ICT management best practices whereby these changes are risk assessed and planned accordingly with appropriate checks, balances and back out plans.

Service delivery reports

Maintel has a comprehensive portfolio of reporting services that address all technology and service solutions. From these, service delivery reports can be crafted to meet specific information requirements and reviewed as part of regular account or service delivery management meetings.

Telecoms expense management

Telecoms expense management (TEM) provides customers with the ability to review their call spend and recurring charges across their fixed and mobile estates. The TEM service is very flexible and can extend from straightforward review to detailed analysis and reporting to departmental and individual level. This service is accessed via a web-based portal.

Voice security services

Maintel's voice security services provide a consultancy-based assessment of vulnerabilities that could expose telecoms systems to fraud or misuse. A Maintel specialist will review your solution design and check that all configurations that can potentially lead to fraud vulnerability have been set to minimise risk of unauthorised access.

UC performance monitoring

UC platforms are complex software solutions frequently sitting on industry-standard platforms and sharing much of the wider organisation's ICT infrastructure and beyond to connect to staff, customers and the public. In this environment it is very important that end-user performance is properly monitored. This can extend from quality of service through to utilisation or resources and licenced capacity. Maintel can provide sophisticated monitoring and reporting on UC services that ensure your users not only receive the best service, but that your business achieves the best returns.

WAN performance monitoring

If you're using a WAN you want to ensure that the network is performing to its designed standard and not being degraded due to connectivity, routing or switching problems. Our monitoring can identify where these problems lay and their potential impact on the business services traversing that network. We can also identify the nature of the traffic traversing the network and consuming its capacity. Maintel's WAN performance monitoring services can provide customers with all this information in real-time.

Enhanced SLA/credits

Communications networks and infrastructure are important and should be protected with an appropriate SLA-based support package, but for some they are genuinely mission critical.

If you're seeking faster responses, strict SLAs and provision of credits against contracted performance, Maintel is happy to design a bespoke SLA and consider service credit options.

Move, add and change packs

Administration of changes to systems and networks can be a time-consuming process. We offer a range of move, add and change packs consisting of pre-paid time tokens that can be exchanged whenever a move, add or change is required. This saves the need to raise individual purchase orders. Tokens come in multiples of 30 minutes and can be purchased in bulk by any pre-authorised employee. Maintel's specialists will then carry out the required work – usually within a 24-hour period.

Communications service management

Maintel's communications service management service is an ITIL-aligned, cloud delivered service automation solution that provides customers utilising Avaya or Skype for Business with a powerful toolset encompassing user quality of service, problem management, capacity management, change management, release and continuity management services. It's like having a technician, operations manager and business analyst rolled into one and working 24 hours a day.

Dedicated resources

For customers who require but don't want to directly employ dedicated resources to manage, operate or analyse their communications infrastructure or services, Maintel can provide these staff. They can be based in our premises and work remotely, or onsite.

Site-based resources

In a similar model to dedicated resources, we can provide customers with resident technical, project or operational support

staff. Site-based resources may also extend to the provision of dedicated spare parts or stock to facilitate rapid restoration of services or turnaround on small orders.

Insight services

Maintel's insight services draw on our extensive knowledge to provide customers with a comprehensive review and set of recommendations around the performance and configuration of their communications infrastructure, connectivity or platforms. Currently these services extend from telecoms expense reviews through security risk analysis to UC platform performance.

**Note: access to software patches or upgrades at foundation level means we have paid the manufacturer to obtain these on your behalf. It doesn't mean we have included the provision of these within the service fee, as the provision of these patches will be subject to separate change and release management processes in line with ITIL practice.*

Application of patches and software upgrades are available at enhanced level. Access to software upgrades may not include right of use licenses to new functionalities, or any additional hardware necessary to utilise new functionalities.

An extensive service portfolio

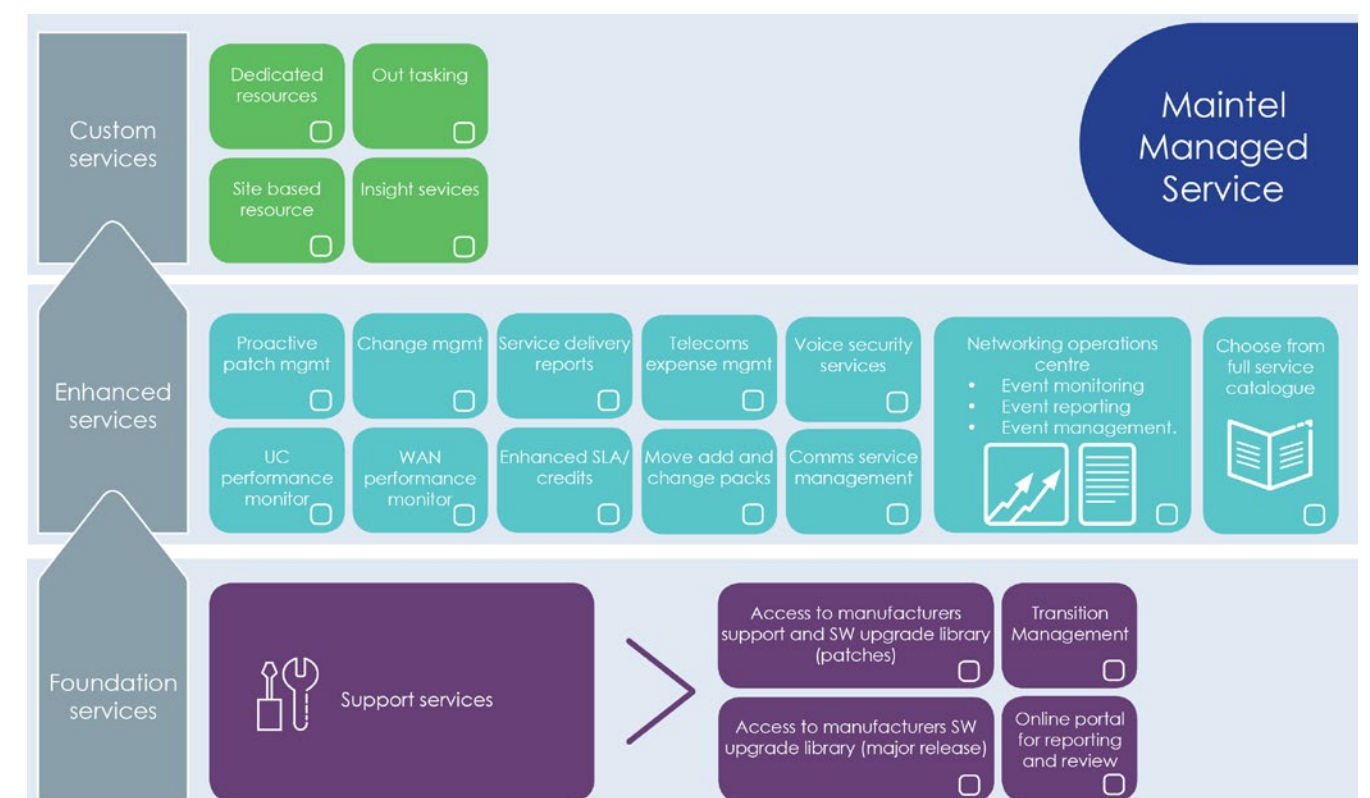
Our managed support services are built using multiple components organised over three layers, offering you almost infinite flexibility. Starting with the foundation services is typically the key to every organisation, you can add pre-packaged components through enhanced and custom layers, as shown below.

All services are designed to complement and integrate with each other, yet can be assembled in any combination to deliver a support package tailored to your needs.

All the benefits, none of the risk

We can also assume responsibility for the day-to-day running and management of technology, connectivity or contracts on your behalf. This can include all manner of features, including:

- 24/7 support with response and fix SLAs
- Software updates and upgrades
- Software and hardware move, add and change services
- Proactive performance monitoring and reporting in a technical, operational or business context
- Outsourced services such as spend analytics and reporting
- Third party administration
- Compliance and finance services
- Insight consultancy services.





Contact us

- t +44 (0)344 871 1122
- e info@maintel.co.uk
- w maintel.co.uk
-  twitter.com/maintel
-  linkedin.com/company/maintel
-  vimeo.com/maintel