



Overview: Maintel Communications Service Manager

Proactive management of your business applications

As your unified communications environment becomes more multifaceted and complex, so does the need for highly visible, cohesive management. Achieving this has traditionally required numerous management tools, leading to disparate and often conflicting information about the systems being managed.

Maintel Communications Service Manager (MSM) addresses these issues by **delivering proactive monitoring and management across multi-vendor communication applications**.

Maintel CSM is an ITIL-based service management platform that meets the need for proactivity, transparency, efficiency and profitability when supporting complex communications environments.

An integrated toolset delivered as a hosted service, Maintel CSM has been designed to complement existing support strategies as a straightforward overlay, eliminating the need for complex blends of servers, licenses and additional overheads.



Maintel CSM: key features

Availability manager

Increase uptime and go beyond alarm monitoring with real-time performance metrics for your UC environment.

Availability manager includes an evolving knowledge base linking known problems with proven actions to quickly prevent business interruption. When an alarm is received, availability manager attempts to automatically resolve the issue by running scripts against known problems. A workflow engine also enables actions to be tailored on a per alarm, per customer basis.

Continuity manager

Continuity manager regularly collects and stores vital back-up data to help the recovery process in the event of failure. Configuration data is held in our securely hosted facility and can be easily retrieved through the service portal.

Configuration manager

Gain a real-time view of assets, providing data for asset tracking, design and planning.

Configuration manager automates the time consuming, costly process of gathering configuration management data by continually collecting asset information, presenting it in a database. This includes the status and location of hardware assets, license volumes, firmware and software versions, right down to the handset.

This also includes as-built schematics to give a graphical presentation of your networks. Automatically updated, these ensure you're always seeing up-to-date information.

Voice quality manager

Monitor and report on the clarity of audio of calls across your networks, isolating the components causing poor voice quality. This is a critical tool for converged networks as

poor voice quality, echo and distortion are commonly reported, difficult to isolate issues.

Capacity manager

View real-time and historical capacity information, offering the visibility to forecast resource needs and identify constraints.

This includes reports covering licensing, media boards, announcement ports, processors, voice and data network utilisation. Capacity reports are aggregated from multiple sources then simplified into graphics, delivering valuable insights into hardware and software assets, network usage, internal resource utilisation and individual component performance.

Change manager

Maintain a common view of system changes for audit purposes and problem resolution.

Change manager quickly identifies potential connections between changes to individual solution components and subsequent incidents, and uses this information to direct engineers in the right direction, first time.

Release manager

Mitigate risk by managing software version control, and ensure you're always up-to-date with a configurable software library featuring the latest manufacturer releases

Any variations identified between the software library and the CMDB are then reported to you via the service desk portal.

Service desk

Give teams a central location and simple interface for issue communication, escalation, reporting and customer interaction.

Service desk enables your team to manage users, communication and online service requests and create scheduled reports. This allows you to set up frequently viewed reports and have them sent to your inbox.

Maintel CSM: key benefits

Cost reduction: gain unique insights into UC resource utilisation, identify unused capacity and save costs.

Risk mitigation: detect and act on threatening trends early with real-time performance monitoring of your UC platform.

Visibility: see the location, utilisation and performance of UC assets to understand how they are being used and how to deliver maximum business benefit.

Delivering value across the business



Commercial benefits

Understand what you've got in your UC estate, what you've paid for and whether it's fully utilised. This can include tracking your license use and deployment to answer questions like "am I paying too much?" and "am I adequately provisioned?"

Maintel CSM also helps deliver accurate forecasting of future requirements based on trending data.



Operational benefits

By delivering deep insight into the usage of your communication technology, Maintel CSM helps you rightsize your UC infrastructure. Are your trunk circuits over or underutilised? Are your system resources coping with capacity demands? Are they balanced or over provisioned?

Our managed services packages can also provide comprehensive vector diagrams on demand and support you in delivering and acting upon the insight gained to align your communications infrastructure with your immediate and forecast operational needs.



Technical benefits

Ensure your communications are delivering the correct service levels and quality to your users on each and every call with automated fault detection and resolution, backed by extensive historical data. Maintel CSM can quickly trace, identify and help you remedy issues such as call quality within your UC environment.

Why Maintel?

At Maintel, we transform our customers' communications from conventional to exceptional.

Maintel is a fast-growing provider of managed communications services for public and private sectors enterprises across the UK.

We securely connect workforces in the office, on the move and in the cloud to make more agile organisations, more productive workers and better engaged customers.

We're passionate about technology, collaboration and communication, and are driven by delivering managed services that put enterprises on the path to business transformation.

Maintel continually invests in its people and products, enabling us to remain among the most accomplished managed services providers.



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