

Managed Services meeting business challenges



Amillan ManageCom is a managed service for voice and data infrastructure with associated applications. Providing a cost-effective vehicle for introducing new technologies, managed services release technology benefits without capital investment, financial risk or human resource challenges. The business can focus on its core strengths, safe in the knowledge that the communications infrastructure is being expertly managed as it supports business operations.

New technology

Using new technologies in a managed service, simplify processes and increase output without spending capital. Collaborate across sites, between departments and with your suppliers to reduce travel time and expense. Introduce new working practices – like home working and hot desking to reduce overheads.

Expert skill set

Operate at the peak of your performance by using a wide range of expert skills and resource which would otherwise be unaffordable. Use in-house resource to build more specialist skills in other areas and lower the total cost of supporting and managing the ICT environment.

Financial accounting

Fix the cost for all voice and data infrastructure products and services. Rationalise headcount and reduce overheads. Retain capital in the business and reap the cost and productivity benefits of new technologies.

Business performance

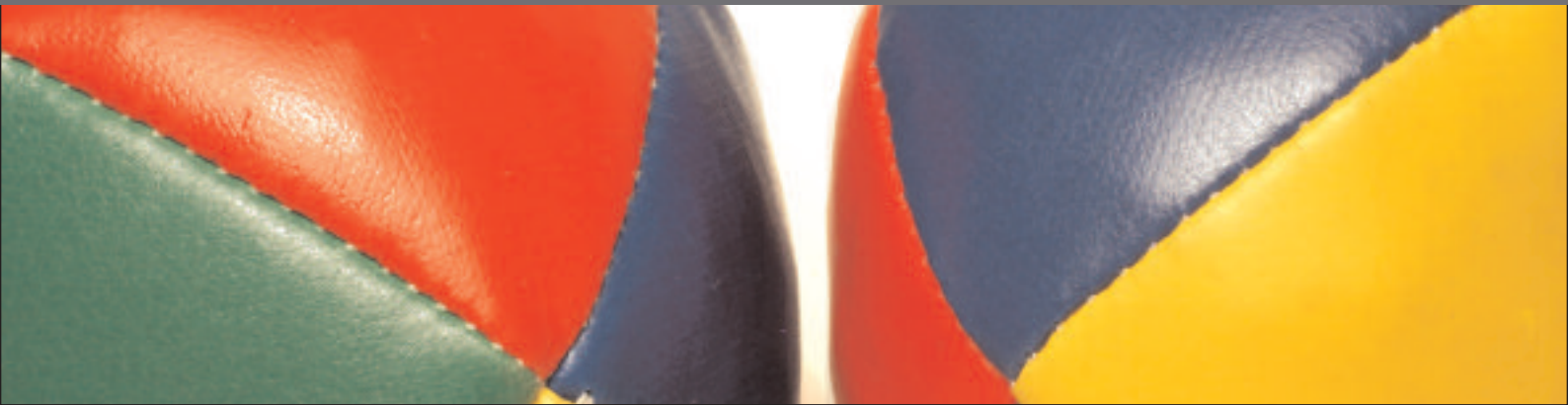
Operate at optimum efficiency levels and maximise the output from your business. Empower staff with information and enable them to provide excellent customer service and to increase customer loyalty.

System performance

Minimise unplanned downtime and resolve performance issues quickly and easily. Every Amillan ManageCom service is driven by service level agreements.

Future proof

Stay ahead in your marketplace by staying ahead with technology. As part of Amillan ManageCom, a service improvement model ensures your business has regular strategic reviews to keep your communications infrastructure aligned to your business objectives.



Making the decision

There are a number of natural stages in a business where moving to a managed service presents a compelling business case.

Time to change

When existing systems need to be replaced to accommodate changes in your business or to bring functionality up to date.

Business growth

Your business is growing and scalable solutions are needed to support continued growth and reliability.

Business structure

Mergers, acquisitions and changes in working practices all create a demand for improving the communications infrastructure.

Service improvements

Improvements in customer service are required and new technologies are needed to drive these.

Business efficiency

Processes need to be more efficient and internal communications simplified while providing users with timely information at their finger tips.

Cost control

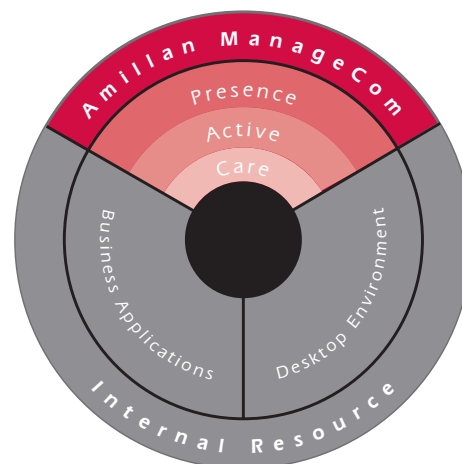
There is a need to know exactly how much the communications infrastructure will cost over a period of time to avoid unplanned upgrade costs and additional labour costs to solve routine issues.

Building the business case

The business case for outsourcing part or all of the communications infrastructure is mainly justified on cost and competence. The resource cost is a significant one and taking into account annual leave, planned and unplanned illness leave and the ongoing training costs to maintain skills, is sometimes enough to justify the case for managed services. Adding to that the advantage of having round the clock expert management and support of a core business technology and the business case is compelling.

Our Solution

Amillan ManageCom is a flexible and secure managed services solution. There are three levels of service to accommodate differing voice and data skill sets in different business types.



Care

ManageCom Care is an enhanced maintenance and monitoring service for the voice and data network and associated applications. This is a proactive service to keep systems up to date and performing at their optimum level.

Active

ManageCom Active provides a full managed service for the voice and data network and associated applications, while working closely with the inhouse IT Department.

Presence

ManageCom Presence provides the resource onsite to fully manage the voice and data network and associated applications.

Behind each managed service is Amillan's 25 years of experience and a passion for creating the best communications environments to support growing businesses.

