Don't wait for things to go wrong

allvotec
together we can

Getting the very best out of UC infrastructure with constant, proactive monitoring and analysis to optimise networks, servers, websites, appliances and applications.

Monitoring

Our cloud-based UC Monitoring service encompasses Performance Availability, Capacity, System Configuration, Continuity, Release Management, Change Management and Security Management.

Depending on the service level taken, we offer a blend of these components. Regardless of the service level taken, Allvotec ensures you're getting the very best out of UC infrastructure with constant, proactive monitoring and analysis to optimise networks, servers, websites, appliances and applications.

We understand that the slightest nuance can make the biggest difference, which is why we don't just get alerts when things go wrong. We continuously monitor capacity, making data-based forecasts about where customers are now and where they are headed. This enables the scalability to match the exact rate of growth and deliver the right number of licenses, the correct infrastructure and increased bandwidth.

Equally, where a customer is paying maintenance for licenses they're not using, we can proactively prevent unnecessary renewals to optimise expenditure.

Unified Communications by Allvotec

Unified Communications (UC) integrates voice, messaging, conferencing, mobility and video technologies to enhance business communications, collaboration and productivity.

It enables business agility without boundaries, keeping businesses moving in the digital age. Allvotec works with the best technology partners to deliver simple solutions that make business communications and collaboration seamless, and keeps people connected anytime, anywhere, on any device.

By creating a modern working environment, businesses gain an edge by reducing operational costs, improving productivity, and becoming more efficient – delivered on-premises or in the cloud, priced per-user-per-month, or on a monthly bill.

By allowing people to work smarter, businesses can leverage their best asset – their people – thus producing an environment in which people can deliver more value to the business, directly affecting the bottom line.

How It Works

As a Microsoft Gold Partner, our cloud-based Monitoring service stores data within Microsoft Azure, via a dedicated appliance installed on-site. All UC Monitoring alarms and processing takes place in the cloud, with alerts pushed directly to Allvotec's dedicated Service Desk.

A full scan of the customer's UC infrastructure is scheduled on a weekly basis, enabling automatic and highly detailed analysis, using ITIL processes, to identify and resolve any call management issues. We can also generate alarms on call quality, interrogate three months of historic data, drilling down into granular detail.

Why Allvotec?

We're not sat around waiting for things to go wrong. We proactively analyse service delivery and monitoring it to identify risks quality issues and optimum infrastructure requirements now, and in the future, with pinpoint accuracy.

Right down to Change Management level, our change calendar enables us to supress all alarms if there is a scheduled change taking place within a customer's UC environment. This prevents Allvotec's Service Desk from responding to several alarms and ensures resource is fully optimised at all times.

Our UC Monitoring service is truly end-to-end and fully transparent. We provide customers with access to all monitoring data and encourage a collaborative approach. This is important as the service is constantly evolving and improving, with software updates and enhancements released fortnightly, adding new features and innovative functionality on a regular basis.

What this means is that our UC Monitoring will never become a legacy product. As new vulnerabilities are discovered or features requested, the system is updated quickly and automatically, so we are always delivering the latest, greatest, most secure monitoring solution.

We also deliver Monitoring across multiple platforms – so it doesn't matter what system the customer is using. Allvotec can monitor and obtain call quality information from Avaya, Mitel, Cisco, Unify, Skype for Business, or combinations of these, fed directly through to our highly trained, fully certified Service Desk and engineering teams. Remote problem remediation ensures prompt attention to any issues.

The Benefit

Continual service quality and improvement

We continuously monitor capacity, making data-based forecasts about where customers are now and where they are headed.

Problem and Change Management

Our change calendar enables us to supress all alarms if there is a scheduled change taking place within a customer's UC environment.

Performance monitoring, diagnosis and reporting

All UC Monitoring alarms and processing takes place in the cloud, with alerts pushed directly to Allvotec's dedicated Service Desk.

Constant evolution

As new vulnerabilities are discovered or features requested, the system is updated quickly and automatically, so we are always delivering the latest, greatest, most secure monitoring solution.

Scalability and cost-savings

Our Monitoring service is scalable to match the exact rate of growth and deliver the right number of licenses, the correct infrastructure and increased or decreased bandwidth.

Optimised infrastructure

Constant, proactive monitoring and analysis to optimise networks, servers, websites, appliances and applications.

Multi-platform capability

Allvotec can get call quality information from Avaya, Mitel, Cisco, Unify, Skype for Business, or combinations of these.

Our Approach

Pre-Sales & Solution Design

The Allvotec Pre-Sales teams is made up of skilled Solution Architects covering each of our services and a broad spectrum of technologies. The team is consultative, working with partners and their customers to understand requirements and challenges, identify opportunities, and design the best solution.

Our Solution Architects can create new service solutions in response to pre-sales bid requirements from customers and partners, covering all aspects of outsourcing and support, including hardware support, software support, service delivery management, service desk, remote management / monitoring and ongoing service improvement.

Professional Services

IT projects introduce two things into your business – change and risk. Allvotec has a wealth of technical resource with industry backed accreditations and years of experience managing IT projects. Reduce the impact by letting our PRINCE2-certified project management teams take control.

Our technical experts will be engaged, end-to-end, throughout the technical delivery process, from qualifying and documenting resource requirements and providing input into delivery models, to installation, seamless system integration and comprehensive functional testing.

We work with partners to undertake any preferred migration strategy and deliver appropriate go-live-support as part of every technical delivery model, ensuring a smooth transition to any in-life support function.

Where we've done it

A Leading Global Professional Services Firm

Allvotec delivered an EMEA-wide Voice over Internet Protocol (VoIP) project for a leading global professional services firm in partnership with Vodaphone, providing a broad range of risk, retirement and health solutions. The project encompassed 18,000 users, 750 CMS Supervisors and 8,500 Voicemail Accounts, hosted on two UK data centres across 27 UK locations and 27 EMEA locations.

A Multinational IT Business

Allvotec delivered a UK-wide VoIP Upgrade and Consolidation Programme for multinational IT business in partnership with Vodafone, hosted across two UK data centres and providing telephony for 12 Satellite locations, licenced to 15,000 users.

UK Government Safety Agency

Allvotec delivered a UK-wide replacement and upgrade of legacy PABX solutions to this customer via solution hosted over two data centres, one test environment and an additions DR site, delivering IP/SIP to ten Coast Guard Operation Centres and ten back office business locations. The project involved up to 1,500 users and 400 mobile integrations.

Large Scottish Local Authority

Allvotec replaced and migrated this customer to new, fully customised, resilient, cost-effective and scalable UC solution, with full contact centre integration. The project was hosted over two data centres, 13 office locations and 18 schools, with up to 4,000 users.

Transition Management

Allvotec offers bespoke management solutions for projects of all shapes, sizes and requirements, ensuring maximum return on investment in the shortest possible time. All our project managers are trained in the PRINCE2 methodology as well as vital competencies including risk management, stakeholder management, planning and reporting.

Your lead project manager is a single point of contact who can agree goals, timelines and critical dependencies. They act as the glue that keeps the entire project together, while adopting change management principles where necessary. Senior project managers, meanwhile, can help you effect large-scale, high-stakes transitions involving multiple workstreams.

Allvotec will ensure you avoid or overcome the common challenges associated with project management, from scope creep to resource conflicts, lack of accountability and more. We make sure things are delivered on time and on budget, freeing you up to derive as much benefit as possible from your technology.

Command & Control TSC

Our Technical Service Centre (TSC) is your single point of contact, managing progress and proactively updating you throughout the life of your incident or request, and informing you of closure when works are complete.

It is available 24/7 via telephone, email and web, providing ultimate choice and flexibility. Requests and queries are logged within our ITSM toolset and, where not resolved immediately by our skilled first-line team, will be quickly escalated to the technical remote or Field Force team.

Field Force

Underpinning our Command & Control TSC, Allvotec's Field Force provides geographically aligned on-call engineering, resolving technical issues quickly and ensuring minimal disruption. Our 200-strong team of skilled field engineers deliver all on-site services, whenever and wherever required across the length and breadth of the UK mainland.

Service Management

Our end-to-end capability removes the complexity of managing multiple suppliers and gives you a simple, single point of contact for the support of IT and communications. That means leveraging OUR scale to benefit YOUR bottom line. From providing the simple things, like email and internal systems, right through to network connectivity, voice telephony and mobility, our tailored Managed Service frees you up to focus on the business-critical things that drive your performance.

Our services range from a fully-managed, cost-per-seat desktop environment, through to deployment projects, service desks, hardware fixes, IT clinics and deskside services. We can provide dedicated, hybrid and cloud-based solutions, teamed with a suite of management tools and a knowledgeable team of Service Delivery Managers to oversee and control the service that best fits your needs. In short, it's about trust.

We support the command and control systems for major UK airports

ITIL Process

Allvotec holds the ISO/IEC 20000 certification in IT Service Management, and our managers are qualified, as a minimum, to ITIL v3 Foundation Level. They act as trusted advisors while providing a single point of contact with full accountability for contract governance. They also coordinate the delivery of end-to-end services from all areas of Allvotec.

Our ITIL Process is broken down into four areas: Incident Management, Change Management, Problem Management, and Release Management.

Incident Management

Managing any faults with equipment or services, restoring normal service as quickly as possible, including the proactive management of high priority incidents which may have an effect on your business operations.

Change Management

Ensuring end-to-end control of change, from a new implementation to a minor change, protecting against unexpected outcomes and risk to other services.

Problem Management

Root Cause Analysis of potential underlying issues as a result of incidents being logged or through trend analysis in the event of a pattern of similar incidents.

Release Management

From articulating product release notifications, to testing and deployment, ensuring you are in control of the risks and benefits of patching or upgrading.
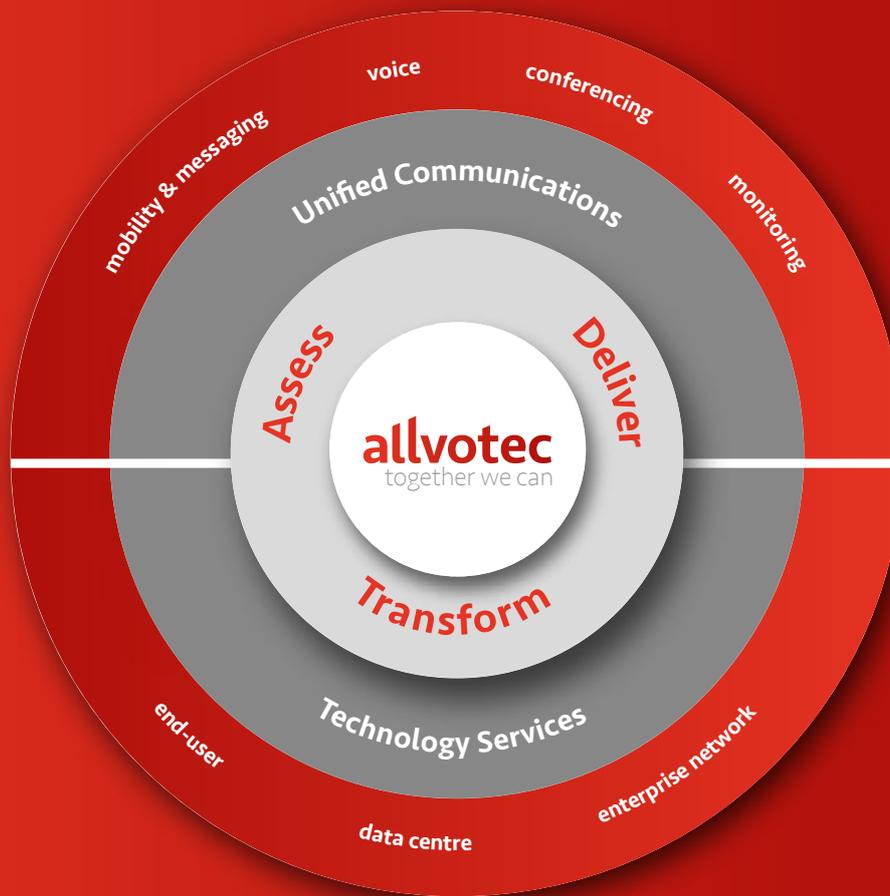
About Allvotec

We help run IT for customers of major services businesses.

We partner exclusively with the world's leading services businesses to enhance customer value through delivery and support of end-to-end technology and communications services and solutions.

Experienced – 30 years delivering value through partnership

Partner only – The UK's only partner exclusive provider with broad ICT know-how across public and private sectors

Dependable – Secure. Proven. Referenceable. We are experts with a demonstrable track-record of ICT delivery across all industries

End-to-end – We can do it all, from pre-sales to break-fix – and everything in between

Scale & agility – We act fast and scale quickly to accelerate digital transformation for your customers

Contact

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