

# — High-quality voice communication

High-quality voice communication is essential to running a successful business, enabling people to communicate from work, home or on-the-go, from any device.

## Voice

High-quality voice communication is critical to the success of any modern business. Whether online and offline conferencing communication, involving one-to-one or group calls – all of these voice communication methods can be executed through an integrated UC technology platform.

Allvotec's UC portfolio enables new opportunities for businesses to collaborate quickly and more efficiently, transforming the way people interact. Mobile workforces need to be equipped with the same tools as office-based employees. Our Voice solutions enable seamless integration of mobile and fixed line telephony, keeping teams connected regardless of device or location.

UC has evolved beyond legacy telephony systems, with additional services bolted on. Our Voice services sit at the heart of our holistic UC solution, enabling fast, secure communication, with integrated applications that bring together voice, messaging, conferencing, mobility and video technologies.

We support old and new technology, ensuring maximum return on previous investment in UC strategies, modernising systems as well as existing BYOD devices across the infrastructure. Whether online or offline, for conversations between two people or for conferences involving many – all Allvotec's voice solutions are conducted via an integrated UC technology platform.

## 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.

Our extensive experience enables Allvotec to tailor the right UC strategy – delivering within existing infrastructure or full technology upgrades. We work in partnership to identify areas for improvement in efficiency and performance.

## The Benefit

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### Collaborate

Communicate quickly and securely, transforming the way people interact, whether office-based or remote, regardless of device.

### Integrated applications

Bring together voice, messaging, conferencing, mobility and video technologies.

### Return on investment

Ensure maximum return on legacy investments in UC strategy.

### Efficiency

Upgrade to the latest technology, enabling more functionality and features to drive efficiencies.

### Decision-making

Create faster decision making and enhanced business processes through voice and employee visibility.

### Cost-savings

Reduce the need for business travel and other related costs for meeting, training, or team briefings.

## Where we've done it

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### A Leading Global Professional Services Firm

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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

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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

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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

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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.



# Our Approach

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## 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.

## 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.

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## 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.



**The UK's utilities industry depend on us for their IT**

## 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

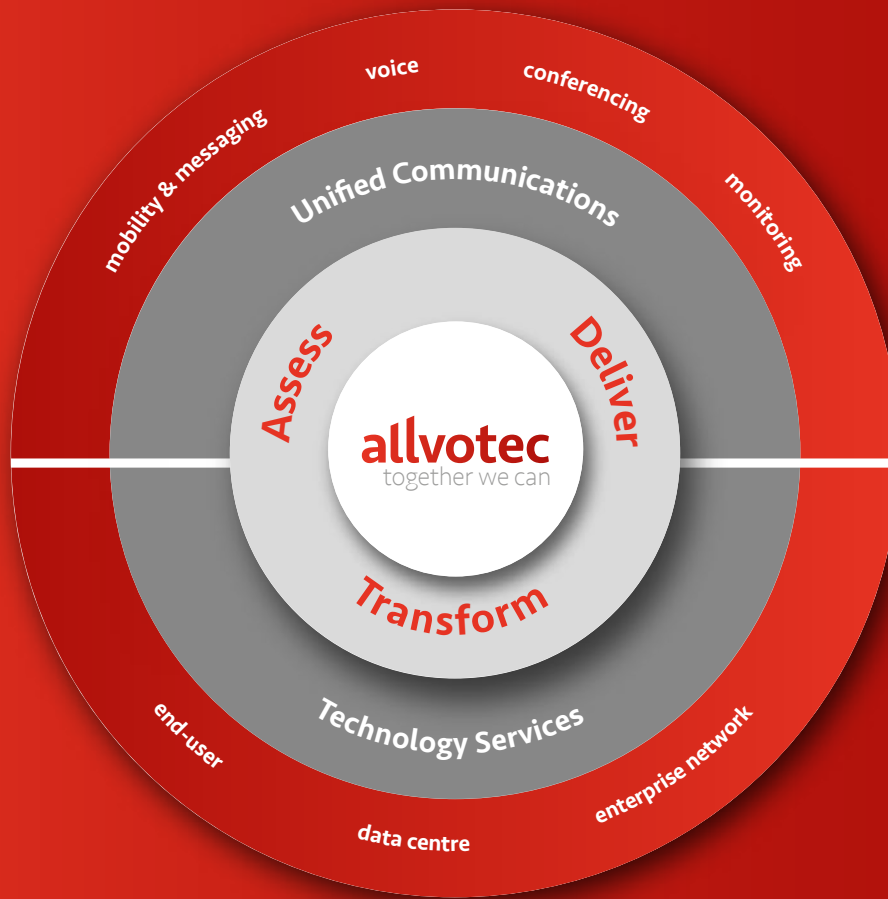
Ensuring end-to-end control of change, from a new implementation to a minor change, protecting against unexpected outcomes and risk to other services.

### 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.




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## 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

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## Contact

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