
Delivering business communication solutions for over 15 years

"Allvotec is our partner of choice for large scale unified communications programmes"

Ioan MacRae, MD, Avaya UK&I

allvotec
together we can

AVAYA
The Power of We™

Avaya solutions enable greater collaboration supplying people with the right information at the right time to achieve a higher level of engagement. Designed to be highly scalable, reliable, secure and flexible, these solutions help reduce costs and simplify management processes for improved productivity.

Service Capability

ALLVOTEC's successful partnership with Avaya has spanned more than 15 years, making us highly experienced and accredited to deliver Avaya products and solutions alongside our service delivery partners. Our capabilities much the full range of the Avaya product portfolio, able to deliver our service nationwide augmented with an international partner network. We are trusted by our customers and endorsed by partners for our extensive capability with Avaya, and our delivery and service models are tried and tested, with success stories across the breadth of customers in all industry verticals.

Sales/Solutions Design

As a UK based partner with large scale service and delivery capability across Avaya UC and CC solutions, we can provide simple standardised offerings, which are cost effective and innovative in the market place. Our dedicated Solution Design, Pre-sales & Sales Support teams are able to drive UC strategies by identifying and offering specialist consultation on opportunities.

Professional Services

UC 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 UC projects. Reduce the impact of risk, by letting our PRINCE2-certified project management teams take control.

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

We 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.

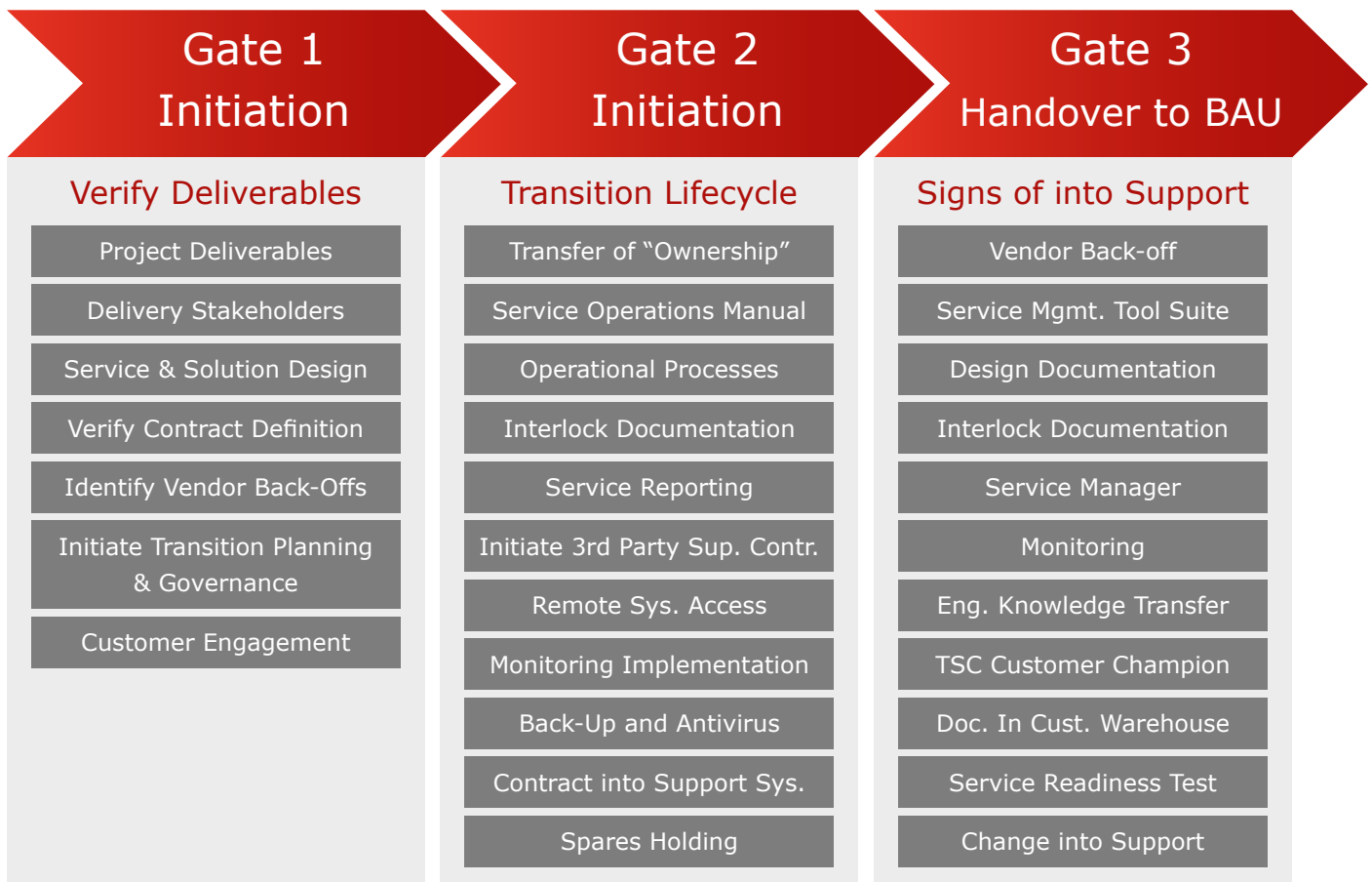
Implementation and Transition

In ALLVOTEC the transition process is closely aligned with the PRINCE2 methodology as well as vital competencies including risk management, stakeholder management, planning and reporting. We can help you effect large-scale, high-stakes transitions involving multiple work streams.

We are able to deliver standard and non-standard transition, be that walk-in take overs or the transition of newly implemented solutions into support. We have a clearly defined set of standardised deliverables covering Solution Audits, delivering High- & Low-Level Service & Solution Design documentation, Service

Management On-boarding including Service Reporting, the implementation and testing of system Monitoring procedures covering Back-up & Antivirus Routines, ensuring Systems Access for engineering teams, delivering Knowledge Transfer session to operational staff and User Acceptance Testing right through to BIS Acceptance.

Our gated transition approach comprises three stages: Initiation, Transition and Handover to BAU. This methodology enables the careful management of each element of the transition from verifying all the deliverables, through the transition lifecycle and sign-off into support.



TSC

Our 24x7 support capability comprises:

- **Service Desk**, with over 20 highly trained specialists delivering incident management, verification, categorisation, and an initial generic triaging approach
- Supported by more than 25 vendor accredited **remote technical experts**, delivering tier 2 and 3 technical assistance

- Backed up by one of the largest **field engineering** team in the UK, with 150 accredited and experienced field engineers providing technical on-site expertise.

Engineering

Our engineering capability follows ITIL aligned operating processes and adherence to strict SLAs. We are able to support SC, DC, TBES and ONR requirements and we're compliant with ISO27001, ISO9001 & ISO14001.

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 a big difference, which is why we don't just get alerts when things go wrong. We continuously monitor system capacities, making data-based forecasts about present status of customers systems and solutions and advice of impact and remedial actions necessary to ensure continues system stability.

In-life Services

We proactively analyse the services delivered and monitor them 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 suppress 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.

Core Product Range

Avaya Aura (Enterprise)

Getting together with customers, co-workers, and suppliers is no longer enough. Employees need tools to take an active role in creating value, delighting customers and engaging colleagues in flexible interactions that deliver business results.

To enable this transformative, people-centric engagement, Avaya has developed the Avaya Aura Platform – a set of seamless components that mesh together to provide comprehensive unified communications and customer experience solutions that deliver a meaningful impact to your business, delivered in partnership with Allvotec.

Faced with growing user demands for multi-modal real-time communication and a huge proliferation in the number of systems, networks, applications and devices, enterprise communications architectures are rapidly growing in cost and complexity.

Allvotec and Avaya address this growing challenge through the Avaya Aura Platform, a breakthrough, real time communications architecture using session-based collaboration technologies. Instead of adding complexity or requiring a wholesale forklift from existing solutions, the Avaya Aura Platform simultaneously simplifies and creates an evolutionary path from today's single-purpose, siloed, location-specific communications systems.

The Avaya Aura Platform is cost-effective to implement and expand to match your growth objectives, with a browser-based console for managing all users and system connectivity enterprise-wide.

The Avaya Aura Platform are made up of the following solution components:

- Avaya Aura Session Manager
- Avaya Aura Communication Manager
- Avaya Aura Presence Services
- Avaya Aura System Manager
- Avaya Session Border Controller for Enterprise
- Avaya Aura Application Enablement Services

Avaya Solutions enable Digital Transformation by providing a comprehensive suite of advanced communications applications for voice, video, mobility, messaging, conferencing, customer contact and more. These include:

- Avaya Equinox Experience
- Avaya Aura Messaging
- Avaya Multimedia Messaging
- DevConnect Applications

IP Office (Mid-market)

Simplify the way communications and collaboration works at your business. Move from being just connected to being truly productive, with tools that let your people take an active role in creating value, delighting customers and engaging colleagues in interactions that deliver meaningful results.

With Avaya IP Office, your small to mid-sized business has affordable, flexible and powerful choices for business communications. Select the features that are right for you today and add new capabilities as your business grows and faces new challenges. Regardless of the IP Office Edition you choose, you'll be backed by Avaya and its 100+ year technology heritage of delivering communications solutions that matter to small and mid-sized businesses.

- **Flexible Deployment** – In the cloud, on premise or hybrid deployments are all supported with IP Office along with the ability to migrate from one to the other when the time is right for you.
- **All-in-one Communications and Collaboration** – The Avaya Equinox experience provides a single app for voice, video, messaging, conferencing and calendar and keeps employees productive on any device, from any location.
- **Cost saving applications** – built-in audio and video conferencing, Bring Your Own Device (BYOD), and voice and instant messaging streamline support and reduce monthly costs.
- **Complete mobility solutions** – Whether your employees are on the road, working remotely, or just at a different location, IP Office's intuitive tools and apps keep them engaged, productive and reachable.
- **Out-of-the-box applications integration** – Embed communications in the applications you already have: Salesforce, Google, Microsoft Office 365 and Skype for Business.
- **Distinctive Customer Contact** – IP Office offers integrated voice, web chat, email, FAX and reporting capabilities that allow even the smallest contact centre to support sophisticated and satisfying customer interactions.
- **Peace-of-Mind** – Highly reliable and secure, IP Office reduces security threats, toll fraud, and down-time through a hardened architecture that has been proven in more than 635,000 businesses.
- **Scalability** (5 to 3,000 Users) – Avaya IP Office grows with you as your business accelerates. Support up to 3,000 users at up to 150 networked sites.

Accreditations

As an Avaya Co-Delivery Partner, Allvotec holds around 200 accreditations and certifications across the Avaya portfolio, enabling us to deliver services and solutions end-to-end, covering everything from Sales, Design, Implementation and Maintenance for UC & CC Enterprise and Mid-market products.

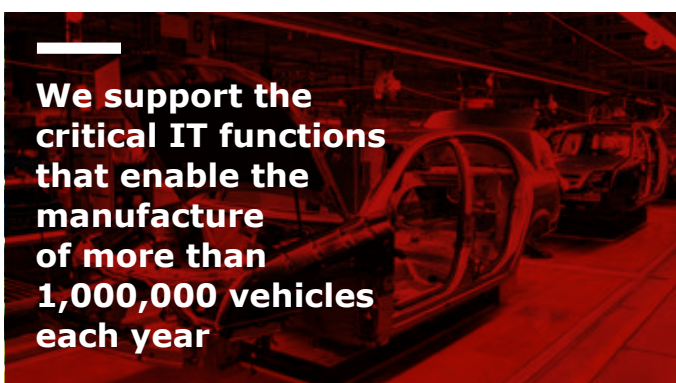
Engineering Tiers and FTE's

PS	TSC	T2	T3	Field
12	28	13	14	150

Certifications

Certification Level	No. of Certifications
ACIS - (Avaya Certified Integration / Implementation Specialist)	57
ACSS - (Avaya Certified Solution / Support Specialist)	52
APSS - (Avaya Professional Sales Specialist)	21
AIPS - (Avaya Implementation Professional Specialist)	32
ASPS - (Avaya Support Professional Specialist)	15
APDS - (Avaya Professional Design Specialist)	3

Note:
In some cases Allvotec may not currently hold a formal certification or have the skills in-house. However, we are still able to provide Design, Implementation and Support capabilities through our accredited Delivery Partner Network.



Unified Communications: where we've done it



England

Allvotec deployed 7,000 Windows 10 laptops to for NHS England, providing user training sessions across 40 nationally dispersed sites. The entire IT estate was refreshed to tight timescales, before the end of support for Windows 7.



Allvotec deployed over 2,000 switches across 1,500 sites nationwide, resulting in a new and fully supported network for the UK's largest builders' merchants.



Allvotec deployed and supports over 150 ticket machines throughout 60 railway stations, resulting in increased reliability and consistency to improve internal efficiencies and service delivery to DLR passengers.



Department
for Work &
Pensions

Allvotec deployed more 90,000 new phone handsets across 850 sites, supporting a new telephony solution across the entire Government department responsible for welfare, pensions and child maintenance policy.



Allvotec deployed over 7,500 WiFi APs across 500 sites, resulting in reliable WiFi signal across all retail outlets and ensuring every wireless handheld device works consistently for the leading supermarket chain.



Allvotec deployed 5,000 touchscreen monitors across 600 TUI sites, enabling new functionality which includes a more interactive holiday shopping experience for customers as part of TUI's award-winning 'store of the future' refresh.



Allvotec surveyed and deployed 2,617 biometric clocks and scanners across 2,517 WBA stores. The project enables WBA to assess accurate and reliable-time related personnel information.

Customers

Maritime & Coastguard Agency

HA CM7 upgrade across two contact centres and 25 national stations.

AON

Pan-European SIP transformation across two data centres and 60 locations.

Queen's University Belfast

7,200 seat DX upgrade to OpenScape Voice.

MHRA (Medicines & Healthcare Regulator)

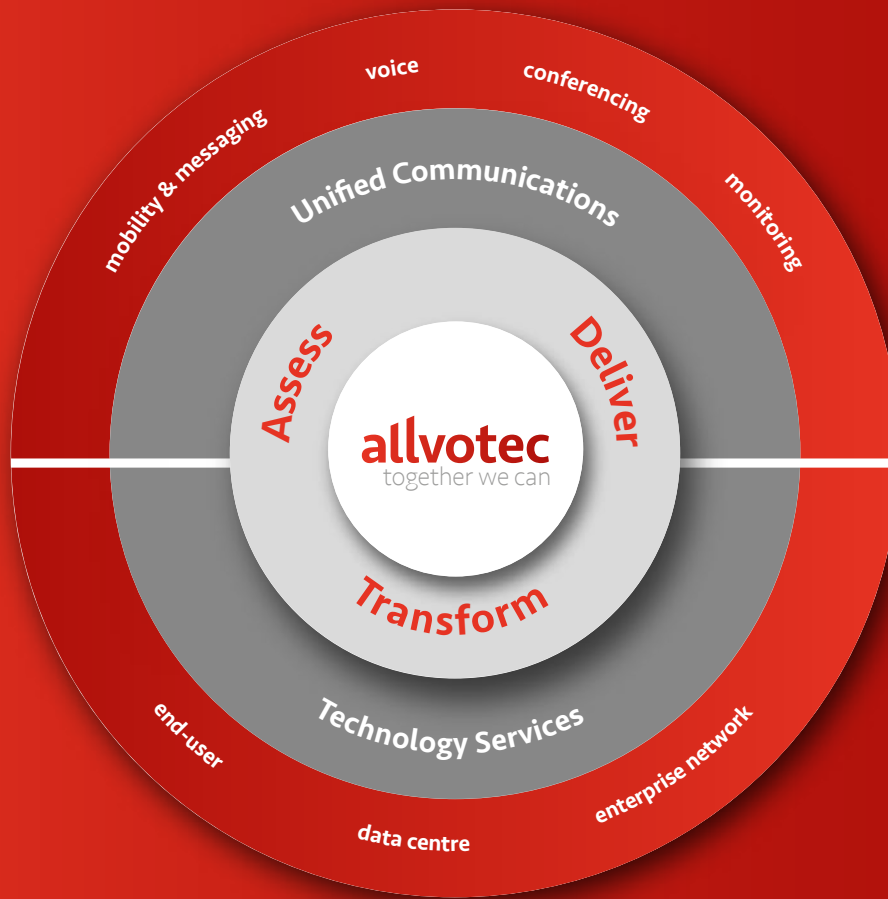
HA CM7 upgrade across two contact centres and a new London Head Office.

IBM

HA CM7 upgrade across seven DR sites.

Why Allvotec & Unify?

- Highly experienced
- Highly skilled & accredited
- National cover with international partner network
- Mature delivery and service model
- Partner endorsed
- Customer trusted
- Underpinned by structured processes, PRINCE 2 & ITIL
- Utilising cutting edge monitoring technologies



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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Allvotec.com