FACTSHEET
MANAGED IP TELEPHONY AND UNIFIED COMMUNICATIONS

OPTUS yes

OPEN ALL HOURS

We can help keep your communications lines open with Managed Unified Communications services.

You have migrated to a Unified Communications solution to improve productivity, reduce costs and communicate better. However, to get the full benefits from Unified Communications, you'll also need specialist support people with the appropriate skills and knowledge available 24x7.

Optus understands all organisations have different requirements and that's why our Managed Unified Communications Service lets you decide how your IP Telephony and Unified Communications environment is installed and managed. If you've chosen to self-install and manage your Unified Communications environment, you'll need people with the resources, skills and management tools to help you get the most from your investment. Optus' Managed Unified Communication Service is the answer. We provide a comprehensive solution including design, build, transition and operation, with remote and onsite management on a 24x7 basis. We can also help you meet availability and performance targets by providing proactive management, proven processes and industry standard service delivery.

FEATURES

Solution build
Unified Communications is an evolving technology that not all organisations have fully adopted. If your organisation requires expert advice and services to deploy a new solution, we can design and install a solution that caters for your current and future business communication needs across leading industry platforms.

Service Desk support
Maintaining user expectations of reliability and functionality is key to a successful Unified Communications initiative. Managed Unified Communications Services can help with Service Desk support during business hours for both user and technical issues.

24x7 monitoring, diagnosis and response
Your Unified Communications environment requires constant management to ensure continuous availability and performance. Unless you have round-the-clock resources dedicated to identify the health of your Unified Communications solution, device failure and network problems may be detected at the most inconvenient time – when staff arrive for work or at the peak of customer engagement. A Managed Unified Communications Service provides continuous monitoring, alerting, and pro-active response to outages.

Protection, patching and updating
Keeping your Unified Communications environment current with patches and upgrades is often neglected and can expose vulnerabilities and limited access to new features. A Managed Unified Communications Service offers pro-active administration of your infrastructure and devices to ensure up-to-date configurations and a secure, functional environment.

- Support for Cisco and Avaya solutions (including heritage Nortel products).
- Full design, build, transition, operation and management
- Improved control and management so you can focus on your core business
- Up to date reports on performance
- 24x7 event monitoring and single point of contact for issues and ownership
- Delivering new technologies and services from an integrated solution
- Better use of your resources

Administration, dial plans and MACd support
On any network application, continuous availability and performance is dependent on regular tasks to ensure optimum operation and pro-active trend analysis. Optus' Managed Unified Communications Services provide a detailed yet flexible approach to routine administration of your environment, including moves, adds, changes, and deletes log and utilisation reviews; optimisation; and reporting.

Remote monitoring and management
Our engineers have all the necessary tools to remotely monitor and manage your Unified Communications environment. With an array of monitors, our engineers configure event monitoring systems to roll-up device metrics and report on service impact. Faults can be isolated by drilling into event layers and devices whereby rectification procedures are invoked according to your requirements.

Detailed reporting
IP Telephony and Unified Communications introduce new factors in network management, such as traffic volume, jitter, latency, packet loss and Mean Opinion Scores (MOS) to diagnose the performance of voice over your IP network. We use a platform for real-time performance management and diagnosis, while Managed Unified Communications Services deliver comprehensive reporting via a Customer Information Portal.

Support for voice and data convergence
Converging voice and data on to a single network will help increase management demands and complexity. Voice quality can be impacted by other applications or network issues. Our Managed Unified Communications Service delivers constant and pro-active management of service quality using specialist skills and tools, and rigorous change management.

Single point of contact
Our Managed Unified Communications Service provides you with a single point of contact for recording all incidents and 'how to' enquiries. Our Service Desk assumes responsibility for incident management, including calls that are passed to third parties or your own IT support functions.

Access to technical expertise
A Managed Unified Communications Service allows you to access skilled resources with comprehensive knowledge on all aspects of Unified Communications. From a simple configuration question to information on network convergence, our experts are on-hand to assist with technical understanding and business requirements.

BENEFITS

Leverage new technology
Network convergence presents new opportunities for business productivity. Implementing a Unified Communications platform according to industry "best practice" guidelines opens the door to new communication applications such as presence and instant messaging, unified messaging, mobility applications and video conferencing. A Managed Unified Communications Service ensures your network supports your organisation's future direction for convergence.

Improve control and management
Optus works closely with all customers to align their environments with market standards. We will help ensure a smooth transition and transformation to a new business platform.

Report on overall performance
Our Customer Service Portal (Dashboard) enables you to view Unified Communications network status information, call performance, service management reports, as well as providing the ability to submit service requests to the Service Desk.

24x7 managed service provider
Our staff operate on a 24x7 basis, which benefits planned changes and minimises disruption to core business operations. This coverage also allows faults and alarms to be addressed immediately, minimising impact on your business.

Better use of resources
By allowing Optus to take ownership of all related telephony management issues, you can focus on your core business and be more responsive. Optus Managed Unified Communications Service provides you with access to industry experience, latest technologies and industry standard release management based on ITIL principles and proven processes.

GIVE US A CALL

To discuss how Optus can help you through innovative communications solutions;
contact your Optus Account Manager or call the Optus Business hotline on 1800 555 937

Join the conversation

Web	optus.com.au/business
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Blog	yesopt.us/blog

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