



## **The ultimate success of an organisation's unified communications (UC) strategy relies on global standards and optimum local service delivery**

### **BUSINESS TASK**

As a multi-national organisation you must not only be competitive internationally, but you must also be competitive in your respective local marketplace. The performance of your local business units is largely dependant upon a high level service level agreement (SLA) delivered centrally and the ability to quickly respond to your market needs. Therefore, your communication strategy, based on innovative solutions, matched with the highest quality service delivery, is a key success factor in today's globalised markets.



On an international scale, your organisation is particularly challenged to bring the maintenance of your heterogenous IT and voice infrastructure under one unified service governance model. Central IT must have the maximum level of control and transparency, in order to provide the quality services expected by your internal customers on a 24x7 basis. In the end, only a consolidated approach for IT and UC services, along with a migration path to a state-of-the-art unified communications platform will enhance the performance, speed and quality of your activities in your particular marketplace.

### **YOUR BENEFITS**

#### **Single Point of Contact & Contract**

Stringent and effective service implementation and delivery is provisioned through our international project leaders and service delivery managers. One single contract for your all of your international sites will facilitate the integration of new sites and countries under one SLA.

#### **Transparency & Cost Control**

Our suite of due diligence services ensure that you base your decisions on a professional analysis of inventory data and network prerequisites. Going forward, our unified management system ensures that IT services are delivered at the highest quality standards, providing you with the cost benefits your are striving to achieve.

**DO MORE. GROW MORE. BE MORE.**

# International Services



## Process Efficiency & Innovation

Through our centralised and fully automated service management system and umbrella management, which links our central operation centres to our regional ones, we ensure all workflows are handled in an efficient and lean manner. This enables you to focus on technological innovation and the smooth roll out of a homogenous communication platform.

## Damovo...

...executes services in more than 84 countries worldwide. Our 24x7 Network Operations Centre (NOC) and central and local delivery units work under one management platform. Global standards combined with local delivery is our primary goal, to satisfy your needs.

## OUR DELIVERABLES

- ▶ International Project Management
- ▶ Due Diligence Services
  - ▶ Site Surveys
  - ▶ IPT Assessment and Readiness Tests
  - ▶ Network Audits

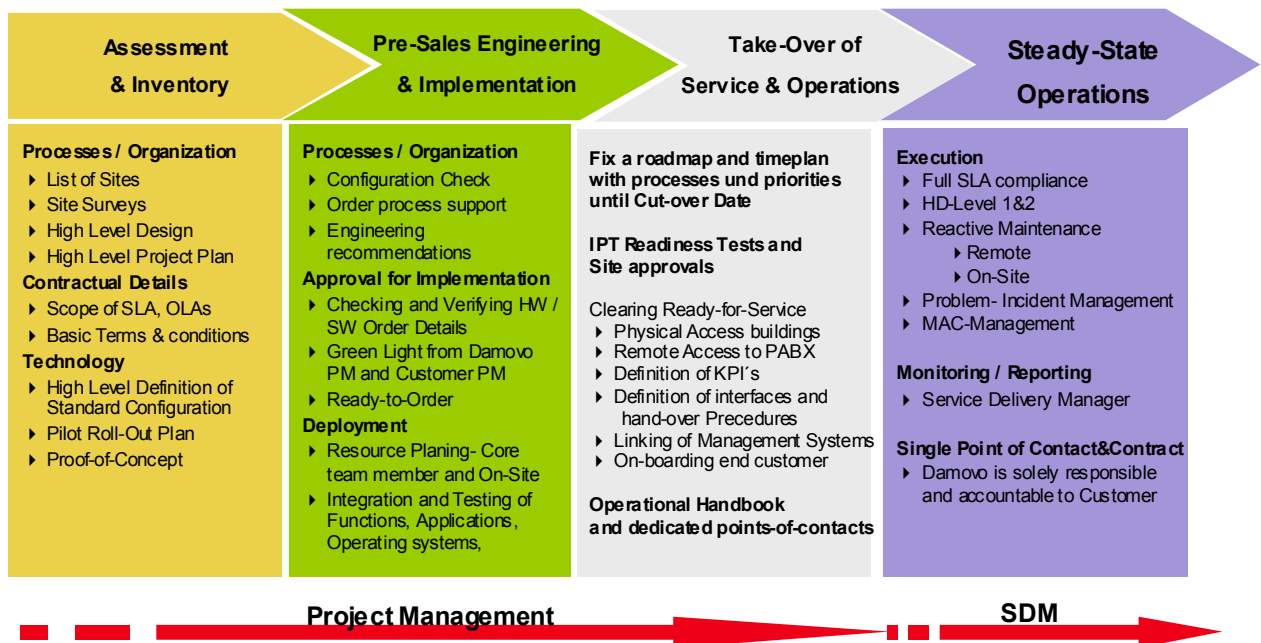


Chart 1: Transition Methodology

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**D A M O V O**

# International Services



- ▶ Steady State Operations
  - ▶ International Service Delivery Management
  - ▶ Reactive NOC Services (Diagnosis, Restoration)
  - ▶ Proactive NOC Services (Diagnosis, Restoration)
  - ▶ Remote Configuration and MAC-Services
  - ▶ On-Site Services (Repair and MACs)
  - ▶ Partner Management and Escalation Management
  - ▶ UC Integration Services
  - ▶ UC Provisioning Services

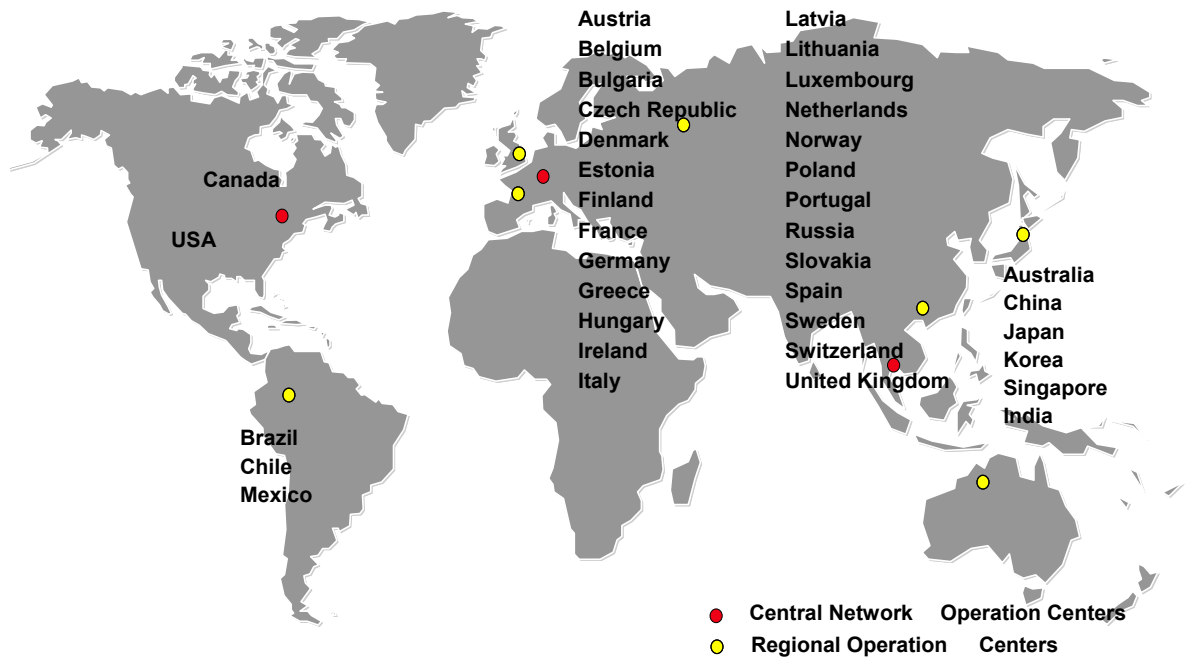


Chart 2: Damovo International Service Delivery

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**DAMOVO**



The Damovo Central NOC Management System automatically documents all service requests and escalations. With this tool we are able to control and manage resources, catalogue our customer's install base and monitor SLA's. The Damovo Management System has open integration to Remedy, Clarify and Peregrine, if required.

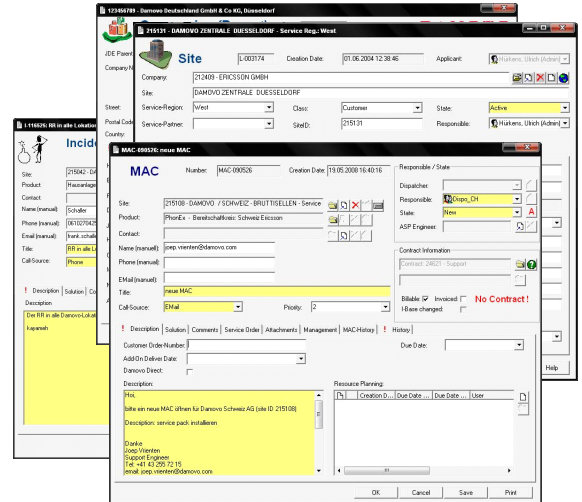


Chart 3: Unified Central NOC Management

## OUR PORTFOLIO



Our service portfolio represents the five phases of communication network development. Damovo can offer valuable services (conforming to ITIL) encompassing the entire lifecycle of a network – services, that save you time, money and resources. Services, that make you more effective in the planning, design, implementation, management, and optimisation of your company's network, in order to support the requirements of your enterprise – worldwide.

- Planning:** the strategic transition to a new communications structure, aligned with the requirements of our customers.
- Design:** the technical realisation of an efficient, cost-effective, future-proof solution.
- Implementation:** of the design with the focus on quality and timeliness.
- Management:** of the customer system as a partner over the complete lifecycle of the solution.
- Optimisation:** as a continual improvement of processes and application utilisation in the service and solution environment.

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