
Delivering business communication and collaboration

"Allvotec provides deep real-world experience of delivering & supporting Unify solutions"

Stuart Aldridge, SVP, Unify UK&I

Allvotec has Master Partner certification on the Openscape 4000 with a clear delivery path and commitment to obtain similar for Openscape Voice and Contact Centre platforms. Our partnership extends Unify skills into the Allvotec pre-sales, sales specialist and sales communities to create a 'Centre of Excellence' around the Unify portfolio.

Service Capability

Allvotec's successful partnership with Atos is deeply rooted in a long standing strategy relation that has developed over the past 7 years, during which Allvotec has primarily delivered WAN, Storage and Professional Services. That partnership was expanded within the past 2 years for Allvotec to become a key Service Provider for UNIFY services, which is a collaboration brand of Atos. During that period Allvotec has achieved Master Partner certification on the Openscape 4000 Platform and is now also fully committed and in the process of attaining the same status for the OpenScape Voice and Contact Center platforms. Allvotec has a very mature service oriented operating model supported by closely aligned partner interactions through UNIFY's mother brand Atos.

Sales/Solutions Design

As a UK based partner with large scale service and delivery capability across Unify 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.

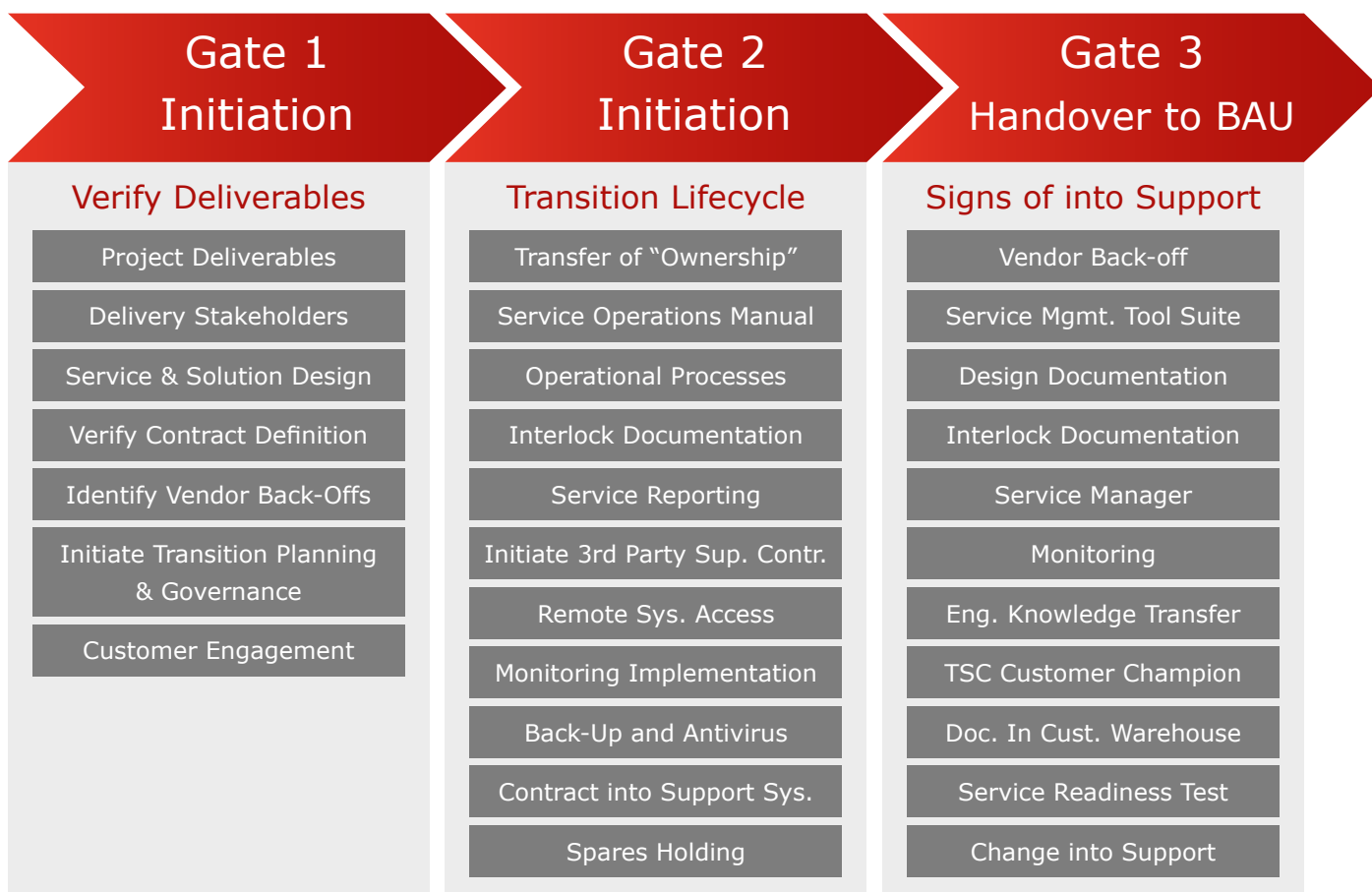
Implementation and Transition

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 Product Specific **remote technical experts**, delivering tier 2 and 3 technical assistance

- Backed up by one of the largest **field engineering** teams in the UK, with over 80 highly experienced field engineers providing remote technical support and on-site engineering service.

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.

Core Product Range

OpenScape 4000

As part of the OpenScape Enterprise portfolio, OpenScape 4000 bridges the gap from legacy digital communications to IP-based unified communications. Both reside side-by-side in the same enterprise and on the same platform, leveraging and enhancing existing communication infrastructure by introducing scalable powerful state-of-the-art UC capabilities as and when required.

Designed for enterprises from 200 to 12,000 users, OpenScape 4000 supports the full range of OpenScape UC for high-demand users, while allowing you to keep moderate-demand desks in digital format.

OpenScape Voice & OpenScape Enterprise Express

Bring everything – and everyone – together. All the best things about communicating in one place. No disparate pieces. Just a single elegant solution, built seamlessly from the ground up.

With an easy to use GUI and voice interface, OpenScape Voice and Enterprise Express, deliver a rich, intuitive user experience that integrates with existing workgroup solutions. Whereby Enterprise Express offers an all-in-one enterprise solution, limiting the complexity and effort to integrate the different features of a complete unified communication solution and scaling from ~250 to 5000 users. The OpenScape Voice Platform on the other hand caters for the high end enterprise requirements scaling up to 100,000 users in its latest V9 release.

Transform how your business communicates by integrating communications into the way you operate, creating a more agile, responsive workforce. Consumer-friendly, yet enterprise-secure and 100% reliable delivering 99.999% up time translating to no more 5.2min possible impact per annum.

OpenScape Business

The workplace is changing: We are more mobile than ever before, we work from home or rent coworking space, new generations of professionals grow up with messaging rather than email and telephony. With the latest release of Unify's award-winning OpenScape Business telephony platform, we address dilemmas faced by businesses today: How to stay ahead of rapidly evolving communication needs, and how can established and next-generation collaboration technologies and behaviours coexist and be better integrated?

With the current release of OpenScape Business, we offer deeper integration and coexistence of these two worlds, ultimately driving acceptance and preventing communication silos between voice and collaboration.

OpenScape Business and Unified Communications platforms scale from 100 to 50,000 users, available as on-prem or hosted solution in a data centre environment.

Accreditations

Due to the strategic partner alignment with Atos, Allvotec is currently undergoing an extensive certification program that will deliver Master Partner Certification across all major Unify product streams.

Allvotec holds Master Partner Certification in OpenScape 4000

Certification programme in progress for:

OpenScape Voice	Circuit & OpenScape Cloud
OpenScape Enterprise Express	OpenScape Contact Center
OpenScape Unified Communications	OpenScape Campaign Manager

Allvotec Core Skill Capability & Capacity including legacy:

	T1	T2	T3	Total
ISDX / Realitis ISDX	14	4	41	59
Hi-Path 3000 (3k)	12	5	48	65
OpenScape - (4k)	2	6	17	25
OpenScape - CC	2	2	18	22
Concierge	3	7	6	16
OpenScape Voice(8K)	2	5	13	20
OpenScape - UC	1	7	9	17
Xpressions	7	7	12	26
OS Xpert	1	1	5	7
OSCAR	2	3	7	12
DX Mail	10	8	16	34
DX Messenger	6	11	17	34
Call Scan	6	10	6	22
HPCC-Pro Centre	4	6	10	20
Screen Based Console	5	7	21	33
Windows Console	4	8	25	37
Messenger 500	2	7	12	21
HG 1500	9	11	5	25
Hicom 110E/120	17	11	10	38
Hicom 125/130	15	12	8	35
Hicom 112/118	16	11	14	41
Hicom 150	15	10	11	36
LAN Express	8	1	2	11
Office Pro 3750	6	4	21	31
Office Com 3550	6	3	22	31
Office Point 3350	5	3	22	30

Customers include

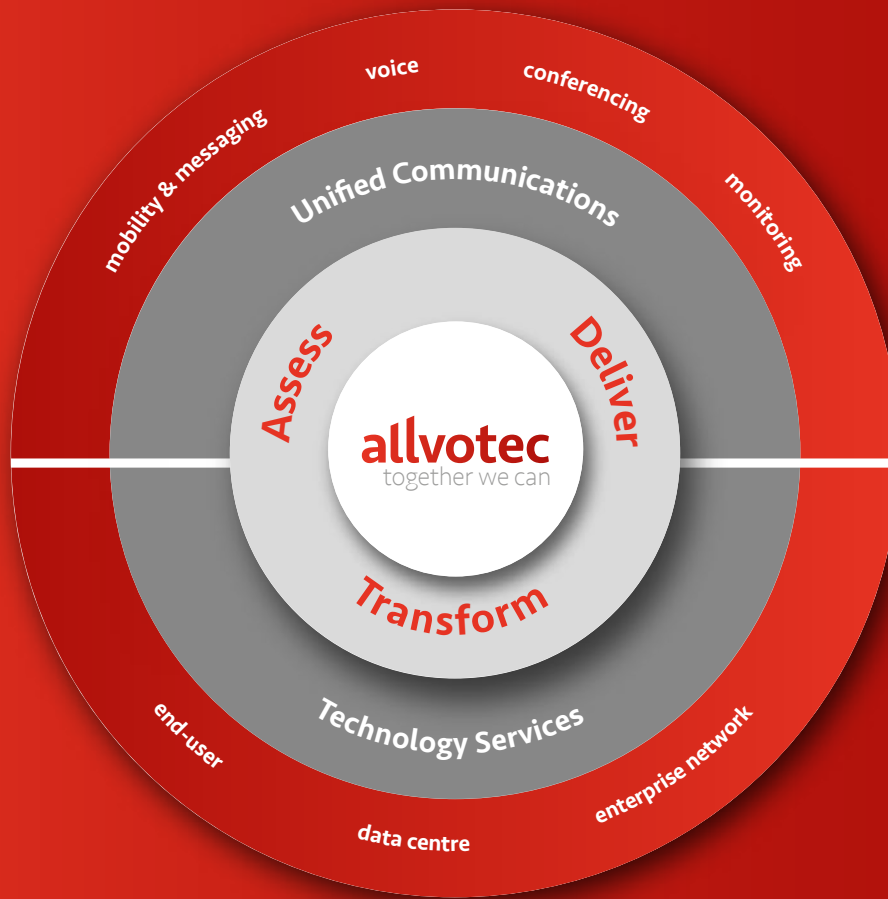


Why Allvotec & Unify?

- 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



Over 50% of all ticketing machines for train operating companies are supported by us



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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