

IPT & Voice Services

'Communication without boundaries'

Today's world is characterized by change and dynamics, giving rise to many new challenges for organizations. Globalization, individualization and corporate social responsibilities are important forces in this. End users are becoming increasingly mobile, demanding and want optimal facilities and the flexibility to perform their work well. All of this makes the role of latest communication and collaboration platforms, among your employees and with clients and partners, an important factor for structural success. The global Getronics Workspace Alliance (GWA) can help with the design, implementation and management of state of the art and cost effective communication and collaboration facilities enabling your end users and their business.

Communication facilities have become a critical business resource

The availability and accessibility of your company network and applications needs to be guaranteed, at all times and all locations: from home, the office, customer or partner location or on the way. Regardless of the equipment, location or time access to key functionality is important. Consequently you can respond rapidly and effectively to changing market conditions, giving you a lasting and distinctive competitive advantage. But how do you respond to this growing need for communication and collaboration? How can your organization make the switch to a New Way of Working?

In our view, that requires not only organizational change and policy, but also the optimal use of new, innovative IT technologies such as a full end-to-end IP environment in which you have access, anytime and anywhere, to the information and applications you need. This asks for an environment where the applications, devices and infrastructure comes together. This asks for an environment that also has full convergence of voice, data and mobile communication.

However, designing, implementing, managing and maintaining such an environment as part of the workspace environment has become an increasingly specialized task involving in-depth knowledge of latest technologies. The GWA can help with our capabilities to migrate from traditional telephony to IP telephony and integration into workspace.

IPT & Voice Services provided by the GWA

With the IPT & Voice services of the GWA, your voice communication takes place via an application on your data network. This makes it possible to realize full integration with your office and business application environment and your mobile network

Although the management of IP Telephony is certainly simpler than that of traditional company telephony, the far-reaching integration with your IT environment requires special knowledge. Take for example modification management, the assigning of facilities, the monitoring of traffic patterns and use, security, cost allocation and resolving breakdowns.

With managed IP Telephony from GWA you benefit from our expertise and management capacity so that you can make the most of your IP Telephony solution. In concrete terms, our The service provides the following elements:

- Assessment of current network and voice environment.
- The design, delivery and installation of an IP Telephony solution in the network fully customized for your organization.
- Guarantees for the availability, quality and security of your IP Telephony solution.

- Operational management of the IP Telephony solution thanks to proactive monitoring, breakdown monitoring and the handling and entering of requested modifications.
- Periodic reporting on the performance and use of the service.
- 24x7 service desk as central point of address for breakdowns, modifications and questions.
- Self service portal from where end user can perform most part of the telephony changes.
- Service Level Manager as point of address for discussion and advice.

GWA offers Managed IP Telephony on the basis of a transparent Service Level Agreement (SLA) at a fixed price per month per workstation, so that you can attune the costs exactly to your actual use. IPT & Voice services are enabled by GWA security expertise and a utility-based pricing model.

The basic solution and service offers all the familiar telephony functions including call management, conferencing, fax/modem integration and mobility, but can also be expanded with elements such as:

- Call center agents for small-scale help and service desk environments (to improve your accessibility and increase customer satisfaction).
- Unified Messaging possibilities such as voicemail to email and fax to email (to increase convenience for your employees).
- Full integration with your Microsoft environment with the possibility of seeing employee availability (presence), facilitating Instant Messaging and establishing connections by selecting a name (click to dial).
- Communication via PC or laptop via client software (for an integrated workspace environment and to avoid the need for separate telephone devices).
- Video conferencing (to increase communication interaction and enhance the communication experience).
- The management and traffic for fixed and mobile telephony and service numbers.
- Maintenance of the PBX services.

IPT and voice services are delivered on top of our core workspace services such as service desk, desktop management, asset management, onsite support, server- and network management and global program management.

Business productivity, continuity and predictable costs

You do not need to make any investments in the purchase of a new telephone switchboard or the training of your employees. GWA offers predictable costs thanks to fixed rates. The service not only realizes a reduction in the Total Cost of Ownership (TCO), it also achieves a significant efficiency improvement for your employees and increases your accessibility.

We provide exactly the telephony environment you need based on industry standards: high quality and fully ready for operation. Our years of experience with company communication and data networks guarantees you the highest stability and reliability. Our telephony management professionals monitor your telephony environment day and night (both remotely and on site) and therefore guarantee that your organization can always be reached. You also benefit optimally from the presence of our own Data Centers and Network Operations Centers which is the assurance that performance levels are met, that your workforce receives the support they need, and that you are getting a cost-effective solution

The functionality contains enhanced enterprise communications services: voice, data and video services and is seamlessly integrated in your workspace environment. New services

easily become an extension of the basic stack and the flexible business model supports both operational and fully outsourced options bringing you a fast track to the secure and reliable adoption of converged communications.

Why GWA?

As ITIL implementer of the first hour and a challenging global player in integrated workspace management, our service has for decades proven in hundreds of companies. Based on a set of common ITIL v.3-based processes, the alliance's workspace outsourcing offerings offer a role-based approach and use highly standardized offerings. Worldwide GWA is a top 3 player in the market for workspace management with strong presence in all regions. You can rely on a consistent and flexible service.

Because IT services for the workspace is our core business, you benefit from economies of a flexible scale - lower operational costs and improved total cost of ownership. Our offer consists of a mix of self-adaptive, remote and on-site services that are tailored to your current organizational and user needs, locally and globally, with strong local business knowledge. GWA works according to tested, certified methods and provides very effective global and local billing including VAT management we fully take care of. You are assured of optimal results.

GWA offers 24x7 standardized services across different time zones from various global and local service centers. Our Global Service Delivery Model (GSDM) provides a proven, flexible and cost-effective assurance of consistent services worldwide, integrated onsite services and program management tuned to your local and global needs. GWA enables more than 11.5 million service desk supported end-users, services more than 6 million workspace related assets across the globe. GWA has more than 3,800 ITIL certifications and counts up to more than 32,000 headcount.

In addition, GWA is a leading service provider in the field of IT management with an excellent reputation in supporting remote mobile team(net)working and new rich unified communications in the workspace. We offer a one stop shop for a new effective and flexible way of outsourcing of IT infrastructure and support that goes with it because no single provider can effectively meet or deliver the needs of a global client. Tier 1 providers lack the flexibility and agility to respond to client needs in multiple geographies. As a result the GWA is recognized by leading analysts as having a clear vision of the market's direction and focused on providing services to meet future market needs.