Mitel managed services and maintenance

Britannic

About Britannic

Britannic Technologies is a strong and progressive partner to support, maintain and enhance your investment in Mitel technology. Recognised as leaders, we have a proven track record in delivering business value both across the UK and globally through well-established international frameworks.

We will work with you to audit existing environments, setup and configuration, review operational requirements and strategic development plans, taking the time to understand your unique challenges and opportunities, to ensure that our advice, support and development will make a tangible difference to you and your organisation.

A Partnership with vision & proven track record

Throughout our 30 plus years in business we have consistently been recognised for our vision and ability to execute. We are very well positioned to work in partnership with you to share our experience; our world leading partnerships, our award-winning integration and delivery capabilities. Our consultative partnership approach helps us keep long-standing highly satisfied customers.

Mitel Platinum Partner

Britannic has a long-standing and successful strategic partnership with Mitel. We are recognised as a safe pair of hands in the industry due to our leading technical skills, award-winning integration, comprehensive solutions capability and added value, complemented with a personal approach and commitment to customer care and partnering ethos.

In 2002 we were pioneers in IP Telephony for our customers with the Mitel 3300, followed by leading the way in Mitel deployments in both VMware and Cloud. We are well versed in helping customers leverage the benefits of next-generation UC applications and contact centre solutions.

Today, we are a Mitel Platinum Partner and have established our reputation as one of the top partners by revenue and skill set across the UK.

Our customers

Our goal is to help you get the most out of your investments in Mitel and associated technology, keeping pace with today's business needs and planning for the future with confidence.

We have helped thousands of organisations of all sizes and complexity in a wide range of areas across the private and public sector, with customers such as ISS, BAE Systems, Kent Messenger Group, Trailfinders, and Family Mosaic Housing, to name but a few.

A word from Mitel…

"Britannic's strategic vision combined with their obsessive partnership attitude to customers ensures that they deliver the right solution not just to solve a business issue, but to help drive that business forward. In a modern world, too many solution providers focus on the technology and not on improving the business of their customers. This differentiates Britannic in the market."

Graham Bevington,
Executive Vice President of Business Development, Mitel

The added value

- An ethos of proactive customer care and partnership, with 97% customer satisfaction
- Named account team built around you to augment your skills and requirements, helping you get the most out of your investments in Mitel technologies and associated services
- Technical competence across a broad range of adjacent technologies helping you to consolidate supply chain and pinpoint cause, resolution and best practice systems integration
- 96% remote resolution of all faults logged through the help desk, majority resolved same day / next day
- Comprehensive support agreements, up to 24x7x365 support
- A well-managed national service operation handling over 30,000 service interactions a year, providing a one-stop service for support and associated technology delivery and integration
- Direct engagement with 3rd party vendors for swift fault isolation and resolution
- Well-documented and managed onboarding procedure, mitigating the risk of change
- Expertise from legacy platforms through to new wave deployments such as cloud and virtualisation
- Proactive monitoring, alerts and capacity management using web services and reporting tools
- Exceptional Mitel technical capabilities with ex-Mitel engineers and development staff in our team
- Secure VPN access for proactive monitoring, diagnostics, programming & support
- CZONE, customer portal for real-time logging and tracking of service interactions
- Use of Mitel multi-media contact centre and CRM integration to manage multi-channel support and maintain high-quality personal service
- Regular account reviews and updates, service management reports & performance reviews to ensure we deliver on our service commitments
- UK and International framework agreements for support and simplification of technology procurement
- Cost reduction and stabilisation programmes across the whole network
- A quality organisation using ISO 9001 as its quality management framework, ISO 27001 framework for information security management and ISO 22301 for business continuity management
- Prince2 methodology provides well-managed and predictable project delivery
- Comprehensive free educational seminar and conference programme, including Britannic's annual Convergence Summit, complemented with personalised strategic planning sessions and technology days
- Flexibility of deployment methods through cloud, hybrid and on-premise solutions
- Technology road mapping, development and delivery with clear milestones, costs (and savings), phasing, briefing sessions, training and associated pilots (as required)

Dedicated service

Britannic offers a comprehensive maintenance service which can be tailored to meet the exact requirements of your organisation. This ranges from 09:00-17:30 Monday to Friday to 24 hours a day 365 days a year, underpinned with SLAs with uptime guarantees.

We are committed to responding quickly and efficiently; our times are recognised as far superior to the industry norms and are regularly monitored by BSI to ensure that you receive the highest level of customer service. We monitor your systems proactively and focus on time to fix rather than time to respond.

We recognise that business communications solutions are a critical component of your business and a key enabler to help you achieve your strategic objectives. We will work with you to get the most from your investment in Mitel and associated technologies and services, to support you and your organisation.

We can help enhance your own customers' experience, whose enthusiasm for digital devices and channels has changed the way they are choosing to engage. Our customer experience consultancy injects your business with customer service intelligence, deep business transformation insight and technology know-how.

Personalised service

"Appointing Britannic as our maintainers has been a really positive experience. We get personalised service, quick turnaround, continuity of engineers and an easy way to log our tickets through the customer portal, CZONE. They are proactive, helpful and highly experienced. Everything we could want from a maintainer but weren't getting before!"

BAE SYSTEMS

bsi. ISO 9001 Quality Management

bsi. ISO 22301 Business Continuity Management

bsi. ISO/IEC 27001 Information Security Management

Simple switching

We recognise that switching suppliers can be a time-consuming and potentially risky business!

Our goal is to start every new relationship as we mean to go on.

Consequently, we work with our customers to design a comprehensive maintenance onboarding process, and associated project plan to provide clarity and mitigate risk.

Our maintenance onboarding process will ensure that your change of supplier will be handled according to our Prince2 project management methodology and with the utmost professionalism and predictability.

The onboarding process is normally carried out over 2 weeks enabling us to mitigate risk and ensure that all factors have been taken into account and acted upon before the contract commences.

We audit the system(s) and discuss any outstanding issues that may exist, best practice (including potential toll fraud vulnerability) and a suitable resolution plan, if required. Mitel Software Assurance is reviewed and confirmed, along with agreements to access the Mitel Application Management Centre (AMC), a checklist is run through with you and an engineer is assigned to carry out the Mitel Acceptance Test.
Upon appointing Britannic as the new maintainer you will be provided with access to the Britannic customer portal (CZONE) and provided with a welcome pack.

Shortly after the cut over into BAU (Business As Usual) and introduction into your account and service management team we will undertake a survey to check that the service has met your expectations.

To discuss how we could help you and to obtain a quote from us for maintenance please call us on 01483 242526.   One of our dedicated account managers will be happy to talk you through the onboarding process and how we could help you.

Priceless support

"Britannic have proved from day one that they are **more than just a market leading support company**. On top of being a support provider and partner, helping me reduce costs while still improving services, they are **the friend that we all need** from time to time. If we have a bit of a problem, or want a bit of advice, we just need to pick up the phone and ask them. That sort of support is priceless."

wdh
Wakefield and District Housing

Delivering more

Through our 'best of breed' service we provide you with a single point of contact for system maintenance, service and development from a highly experienced, capable and market leading national Mitel Platinum reseller partner.

Since 1988, we have developed a reputation for delivering a superior quality of maintenance service for all of our products. Our reputation is founded on the core principle that technology continues to evolve. This is critical to our business, so we fund a comprehensive, continuous professional development programme and allocate "off line" time for staff to test and learn in our test lab. Superior service is for us a starting point, rather than a goal to achieve.

Our alliance with Mitel is built on our exceptional technical capabilities and ability to develop bespoke applications for our clients, reflecting our intrinsic knowledge of Mitel systems; we know them inside and out!

As a member of the global Mitel Solutions Alliance programme our technical capabilities for application development are internationally recognised and underpinned by Mitel.

Our ability to integrate phone systems with databases and with Microsoft Skype for Business, along with our ability to facilitate strategic planning is why so many businesses are choosing to work with us.

Choose the right partner

"The secret to success is choosing the right partner. Britannic worked very hard in getting to understand our needs, setting up the infrastructure that was right for our business and implementing the changes with effective planning and liaison with all our teams."

KM

Support you can trust

As a result of the investment we make in our people, we have a remote fix rate of 96%. We have optimised our business processes and tools to deliver the best possible service. Our secure VPN access enables proactive monitoring as well as diagnostics. Using our netREPORT service we are able to maintain eyes on the health and availability of critical services and continuity of essential backups whilst remote change management and direct engagement with third party vendors ensures swift fault isolation and resolution.

We aim to resolve service requests on first contact through our service desk. Our self-service portal CZONE enables you to log tickets, and gain real-time access to progress and manage additional services.

On the rare occasion that a call-out is required our engineers are highly qualified, competent and courteous and focus on first visit resolution. All communication is logged in real-time in our comprehensive CRM, updating you with service management reports and performance reviews.

We understand the Mitel platform inside out and we successfully deliver and support Mitel solutions. We have notable skill with the integration of databases, web services and apps with telephony and have developed our own applications to add further value to the core offerings from Mitel.

We take ownership of the entire customer experience providing a single point of contact, end-to-end support, and supply chain management. Our Managed Services are the ultimate solution, providing a complete wrap around your business for a fixed monthly cost per user.
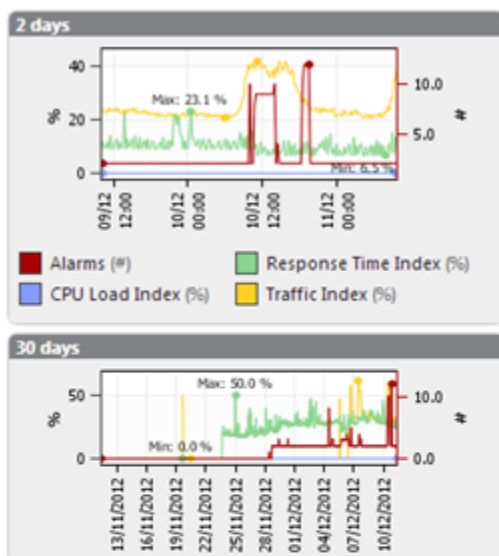
netREPORT monitors your system day and night

How are we doing?

- We handle in excess of 30,000 service interactions a year
- **99%** of calls into our contact centre are answered within 30 seconds
- We have a **remote fix rate of 96%** (but always go to site when we need to)
- The majority of requests are concluded same day/next day with a clear plan for progression for the remainder
- We have 97% customer satisfaction

Project management

We are a quality organisation using ISO 9001 as our quality management framework and Prince2 methodology for well-managed and predictable project delivery.

Our highly experienced and qualified project management team ensures that projects are completed on time and within budget. Each project is extensively planned, analysed and tested. We work in partnership with you to ensure the solution is tailor-made to your individual requirements.

We take into consideration all areas of your business activity, department structures, management requirements and technology requirements, in order to deliver a *world class* solution.

We do this by using our strategic partnerships with world leading manufacturers, software developers and Tier 1 carriers. Together we create a solution designed to meet your unique requirements using widely available technology and best practice configuration, combined with our award-winning service and integration services.

We are committed to working with you to help you get the most out of your investment in Mitel and associated technologies and services, and deliver a suitable roadmap to support and to grow with your future business requirements, within a budget that suits you.

We constantly strive to improve all aspects of our business. Annual customer surveys reflect this fact, with the latest scores at 97% satisfaction.

PRINCE2 qualified

PRINCE2 is a structured project management method based on experience drawn from thousands of projects, and from the contributions of countless project sponsors, project managers, project teams, academics, trainers and consultants.

All our project managers are PRINCE2 qualified practitioners, giving us **vast experience in project planning and management**, ensuring our clients have the best possible professional service and success for any project undertaken.

PRINCE2®

Accredited by APM GROUP

Account management

Each of our customers has a team of professionals, dedicated to providing excellent service and support. This team is headed up by an experienced account manager/director, offering an unbiased, professional service and a focal point of access. Together they ensure that our customer experience is the best it can be, underpinned by knowledgeable advice to help you maximise your investment in technology.

Our account managers can help you cement the foundations and plan the communications road map for years to come, undertaking regular reviews and working closely with Mitel and other relevant parties to customise updates, evaluations and assist with strategic planning and budgeting.

They will also work with you to develop an in-depth understanding of your business, requirements, challenges and opportunities to ensure that advice is personalised and relevant to you and your environment, thereby helping you keep pace with relevant developments and innovations and helping you maximise the return on your investment and operational efficiency.

Our account management team have a broad and comprehensive knowledge of the industry to ensure that you are provided with a balanced independent view of your choices and the evolving landscape. They are supported by a team of consultants and technical experts both within Britannic and across our partners to ensure that we can drill down into as much detail as required.

The account management team will act as a key interface between our two organisations and are responsible and accountable for your overall satisfaction.

This customer focused approach is a fundamental reason why many organisations choose to move to us and recommend us for the maintenance and development of Mitel infrastructure and applications.

Smooth migration

"As our solution providers and engineers for a fully converged IP and SIP future-proof solution at Grange St Pauls, Britannic Technologies provided **excellent design, installation, service and support**. It provides the ideal platform for Britannic to apply the economies of convergence to both future developments and parts of the existing group."

Keeping you informed

In addition to the account management team Britannic has invested heavily in a comprehensive education programme spanning a range of free seminars and conferences.

The flagship event, Britannic's annual Convergence Summit, now in its second decade, explores the latest technologies and vision in conjunction with our key strategic partners and outlines Britannic's visionary approach to the market and technology development.

This event attracts C-level contacts from Mitel and other strategic partners, who provide thought leadership on future trends and directions. This conference is complemented by an exhibition and demonstrations with stands from our leading vendors and is an ideal opportunity to network with peers.

Recent locations have included Twickenham, Mercedes Benz World, Silverstone and Ascot Racecourse drawing over 300 guests including Sir Terry Matthews, founder of Mitel.

Throughout the year we host a comprehensive programme of free, educational updates on topical issues in the industry. We work very closely in conjunction with Mitel and other key partners to provide information around new technologies to help you to formulate strategic direction and plans and review emerging technologies and business requirements.

We regularly run bespoke workshops to ensure that proposed solutions will meet the needs of all user groups in your organisation.

Britannic Technologies' Convergence Summit, Mercedes Benz World.

Leading industry event

"I found that the emphasis on new applications and solutions for business at the Britannic Convergence Summit was right on target. The technology world is changing rapidly to accommodate a Cloud Computing Framework, Broadband – often mobile with WiFi and LTE, plus new forms of endpoints with a dramatic increase in processing power. The Britannic Convergence Summit gave me and the companies I am involved with, excellent visibility and connections to client requirements."

Sir Terence Matthews OBE,
Chairman of Mitel
Chairman of Wesley Clover
Chairman of March Networks

Managed services

Our maintenance service is flexible and can be tailored to meet the needs of you and your organisation, allowing you to select the solution that meets your organisation's needs and resources.

If you are looking for more than a standard maintenance package you might want to consider a managed service offering, where we look after your adds, moves and changes and even hosting in our high availability and resilient cloud architecture. In addition, we can take on full responsibility for the management and setup of your system and applications, and provide you with full monitoring and reporting, with comprehensive SLAs for availability of service.

If you are managing multiple phone systems from different suppliers we can reduce these challenges by providing you with support across the entire organisation and mixed estate, whilst managing the consolidation of suppliers and standardisation of technology, providing you with the platform to optimise your operations and customer experience.

This can be simplified into an all-inclusive monthly fee, calculated on a per user per month basis, or per service per month. There are no additional support costs levied apart from new and additional users added to the network.

We offer a wide and growing range of managed services across our business, making it simple to extend your communications portfolio as required. Our managed services include private cloud/hosted telephony, contact centres, wide area networks, cloud security, storage, video conferencing and call recording, to name but a few.

Together with your account team you can plan clear road maps and smooth migrations at a speed and phasing that works for your business. We can facilitate pilots and proof of concepts to ensure your total satisfaction and confidence with the new solution.

These services are delivered via our (MSA) framework agreement, providing predictable budgeting and apportioning of costs, whilst minimising your capital expenditure.
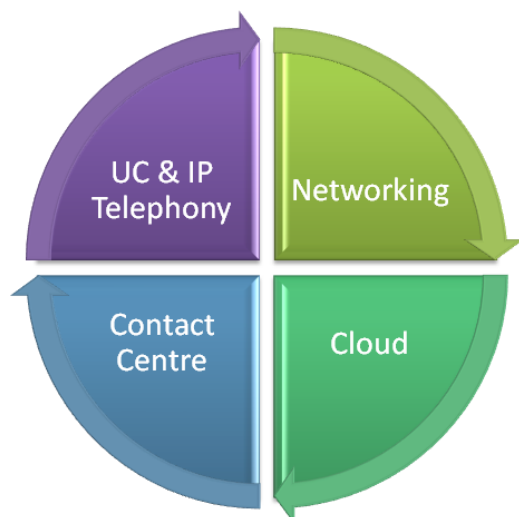
How we deliver…

- Needs assessment & requirements evaluation
- Strategic vision planning
- Audit existing environment
- Gap analysis
- Creation of migration strategies
- Execution of the phased plan
- Ongoing management & development

Our solutions

The Britannic approach is one of partnership, working with customers to deliver solutions that meet their specific requirements and vision, from UC, CX, omni-channel contact strategy and mobile working, to wide area networks, the cloud, and everything in between.

We deliver telephony solutions with the best deployment method for you, whether this be on premise, cloud-based or hosted, or a mix of all three.

As a Mitel Solutions Alliance (MSA) developer our expertise lies in integration and application development, enabling us to provide tailored solutions around next-generation networks with centralised and virtualised strategies.

Our portfolio includes:

netX - Our SIP exchange value-added platform is globally approved by Mitel. With SLAs of 99.999% availability you can trust in the service you receive.

netPCI - Meeting credit card payment compliance requirements for your business.

netCONNECT – Our CTI middleware application providing screen pop, click-to-dial and preference-based routing integrated with Mitel and over 60 other phone systems and a comprehensive range of software applications, complemented with a developers' tool kit.

Skype for Business Integration - Extends the power of Skype for Business to your phone system, offering telephone presence, click-to-dial, call control and forwarding, chat to voice and much more.

Cloud - Our Cloud Services are delivered from a highly resilient custom-built platform. Interconnects into multiple Tier 1 carriers and our own SIP Exchange Platform mean we can virtualise both applications and infrastructure and provide telephone systems, unified communications and contact centre solutions as a service. ISO 27001 accreditation gives you confidence that your systems and services are secure.

We can also incorporate a range of UC and collaboration services and technologies into our tailor-made solutions, including mobiles, call recording, contact centres and video.

Adding value to Mitel

"Britannic continue to impress Mitel with their understanding of next-generation communication technologies and innovation. As a Mitel Solutions Alliance Partner they have proven ability to integrate applications and add value, for example their netX SIP exchange platform and netCONNECT CTI middleware."

Graham Bevington,
Executive Vice President of
Business Development, Mitel

Health check

Not all engineers or maintainers keep up to date with the latest technology and methodologies for transition. A case in point is virtualisation and cluster integration. It is vital that the latest methodologies are followed otherwise errors occur and transitions in the future become very difficult.

It is possible to mask errors, so your system appears healthy on first glance, but deeper insight shows that the system can often be underperforming.

Often a clustered environment that has been installed incorrectly only shows up when one of the resilient elements fails, and by then it is too late. Post rectification can be very time-consuming and could result in a considerable engineering cost.

Systems in a cluster talk to each other and need to be installed and decommissioned properly, as once an element has been physically removed it cannot be deleted completely from the programming.

A health check, done before a maintenance contract is taken on ensures that we have carried out due diligence and the customer is fully aware of any limitations, which can then be built into the account development plan.

We work in partnership with our customers, for example inviting them to participate in learning how to configure their systems, thereby increasing their knowledge. There is a mutual respect between customer and engineer and in many organisations our engineers are treated as part of the team.

Peace of mind

"We were in a situation where we knew something had to change; it was becoming a burden on the business. It was a risk operating a single instance as the business was growing, any failure would have impacted massively on our contact centre, which is fundamental to our business.

Britannic submitted a tender that was hard to refuse, boasting highly skilled and experienced engineers, a mature cloud service and excellent SIP capabilities."

Openwork

Migrate to the cloud

We are highly innovative and technically capable. We have led the way in Cloud and virtualisation and helped customers move their existing Mitel system and applications into resilient and secure cloud environments with clear budgeting on a cost per user per month model.

When Mitel and Gartner issued their global paper on telephony virtualisation it was one of our customers who was referenced in the case study for EMEA.

Our resilient cloud service platform provides a truly flexible managed service, underpinned with 99.999% uptime guarantees, where services can be scaled up and down as required by the business.

Technology developments such as SIP, next-generation networks and data centre hosting mean that purchasing and maintaining on-premise solutions is no longer the only option.

Britannic Technologies is highly experienced in helping customers migrate premise-based Mitel systems and licensing into the cloud.

Cloud benefits

"We were impressed from day one with their ability to align their services to our business and our objectives, and the amount of time they spent with us testing and discovering what technology was most suitable for us.

By hosting voice in the cloud we have reduced the amount of hardware at sites, reduced IT costs and freed up my team to focus on other projects, and we benefit from increased flexibility. It is also amazing for upgrades, deploying new applications and setting up new users and sites.

The new cloud telephone system and contact centre that Britannic have delivered has transformed our business resulting in cost savings, increased efficiency and improved customer service."

Mitel platinum reseller partner

- Mitel partner since 2002
- Strong strategic partnership with Mitel at all levels
- Amongst most highly skilled partners in the industry
- Seen as a "safe pair of hands"
- Technical support team includes ex-Mitel personnel (engineers and developers)
- Our Mitel engineers understand Mitel systems inside out
- Mitel Solutions Alliance member
- SIP solution globally approved by Mitel
- Leading the way in Mitel telephony virtualisation, cloud and contact centre
- Helping you get more from your Mitel solution and associated services

Mitel®

platinum
solutions partner

Partnership

"Britannic really comes into its own as advisors, working with us on our digital transformation journey. To us, the defining difference between a supplier and a partner is the generosity of knowledge. Britannic is very generous with its knowledge. That's why they are a truly valued strategic partner."

MARKERSTUDY GROUP

Contact us today to find out how you can benefit from switching to Britannic Technologies

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Website: www.btlnet.co.uk

Britannic