

Managed Services

Improve your business with managed services



In today's fast-paced world, businesses need to stay ahead of the curve. But managing IT and communications can be overwhelming. Let Britannic manage it, so you can focus on driving growth and innovation.

Why choose managed services?

In an era of constant technological advancements and evolving customer expectations, businesses need reliable and efficient IT and communications infrastructure to stay competitive. However, managing these crucial aspects of your operations in-house can be complex, time-consuming, and costly. That's where Britannic's Managed Services come in.

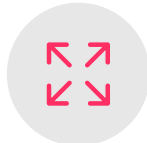
Expert support



Proactive maintenance



Scalability



Cost efficiency



Risk mitigation



What we offer

A comprehensive range of managed services to meet your business needs.

Digital transformation

Embrace digital transformation with our expertise in automation, cloud computing, and emerging technologies. From migrating to the cloud to implementing advanced analytics and AI driven solutions, we'll help you modernise your IT infrastructure and drive innovation across your organisation.

Contact centre solutions

Streamline your contact centre operations to deliver exceptional customer service and support. From designing and deploying custom contact centre solutions to providing ongoing support and training for your staff, we'll help you optimise your customer engagement strategy and improve the overall customer experience.

Unified communications

Keep your communication systems running smoothly with our comprehensive managed services for Unified Communications (UC) solutions. Whether you're looking to manage or upgrade your existing phone system, implement a new collaboration platform, or integrate your voice and data networks, we can help.

Network management

Our team will monitor and manage your network infrastructure to ensure optimal performance, reliability, and security. From troubleshooting connectivity issues to optimising network configurations, we've got you covered.

The Britannic advantage

We believe in delivering more than just managed services. We strive to be a true partner to our clients, providing them with the expertise, support, and guidance they need to achieve their business goals. Here are a few reasons why clients choose Britannic...



Flexible solutions

We understand that every business is unique, which is why we have a flexible set of services to meet your specific needs and objectives. Whether you're a small start-up or a large enterprise, we'll work closely with you to develop a solution that aligns with your business goals and budget.



Proactive support

Our team is always one step ahead, identifying and resolving issues before they impact your business. With our proactive monitoring and maintenance services, you can rest assured knowing that your systems are in good hands.



Continuous improvement

We regularly review and optimise our services to ensure maximum efficiency and effectiveness. From implementing new technologies to refining our processes, we're always looking for ways to help our clients stay ahead of the curve.



Strategic partnership

Consider us as an extension of your team, working closely with you to achieve your business goals and objectives. Whether you need help with strategic planning, technology roadmap development, or project management, we're here to support you every step of the way.

Go beyond standard services

By subscribing to our Managed Service, you can also gain access to a number of additional services, including

	Level 1	Level 2	Level 3
Break/fix management	✓	✓	✓
Knowledge base	✓	✓	✓
Choice of SLA	✓	✓	✓
Moves/adds/changes/deletions		✓	✓
Data insights		✓	✓
Alarms		✓	✓
Service delivery			✓
Vulnerability scanning			✓
Business continuity planning			✓
Testing			✓
Bespoke reports			✓
Evergreen upgrades			✓
Embedded engineering			✓
Backup and storage			✓
DDoS protection			✓

Talk to the solutions people.

Britannic is an award-winning consultative technology partner in business communications, systems integration, digital transformation and managed services. Our leading technical expertise and consultative approach has helped UK businesses to digitally transform their contact centres, customer experience, and communications with innovative technologies and services such as: Conversational AI, Workflow and Process Automation, Omni-channel communications, Interaction Analytics, Next Generation Networks and SIP Routing, UCaaS, CCaaS, to increase efficiencies, personalise interactions, introduce automation and reduce costs.

Why not talk to a member of our team today?

01483 242 526 | hello@btlnet.co.uk | www.btl.net.co.uk | @BritannicTech