Unify Operate and Support Services

A flexible portfolio of services for Unified Communication and Collaboration solutions

Trusted partner for your **Digital Journey**

Atos

A simple and comprehensive suite of services

Atos Unify Operate and Support Services provide a flexible approach to your support needs from simple entry level support options through to comprehensive operational services that enable you to focus on your core business.

Managing current communications infrastructure can be a challenge

Multiple platforms, vendors and partners present diverse service levels and practices across a global landscape.

Scale, complexity and risk create a costly, time-consuming and innovation-stifling environment.

Our Operate and Support Services can help by releasing you from the operational management and support activities, whilst helping you get the most from your investment.

Furthermore, we're experts in digital transformation, so when you're ready we can build and execute on a transformation plan that makes a digital workplace a reality.

From minimum touch to fully managed – our services aligned to your preferred operating model

Foundational support on our Atos Unify OpenScape portfolio is provided through Atos Unify OpenScape Solution Maintenance.

In addition, we can support third party vendor solutions to cover a complex multi-vendor estate as a start point for a digital transformation.

Atos Unify Operate Services build on top of our Support offerings and are designed to relieve you of the day to day tasks of running your Unified Communication and Collaboration (UCC) solution and include:

Managed Service Desk	Service Level Management	Proactive Fault Monitoring	Backup and Recovery
Performance Management	Change Management	Proactive Patch Management	Firewall Patching Services

OpenScape Solution Maintenance – securing the foundation

On-premise software and hardware maintenance offering including a flexible menu of service level objectives (SLO's) covering both Remote and On-Site Support, and Spare Parts Replacement options. Features include 24/7 Call Desk and Service Portal, Expert Technical Assistance, System Restoration and flexible SLO's which can be selected per solution location.

Complementary SW Assurance is offered under a common contract framework to ensure access to the latest Software versions

Operate Services

Our suite of Operate Services provides the platform for a managed / out-tasked service management model. They include foundational service desk and service management modules, plus a range of additional services that support advanced service level requirements (e.g. high availability) beyond the normal response and recovery levels provided under solution maintenance.

Managed Service Desk

A 24x7 Single Point of Contact that has the full view over all on-going operational activities in respect of the UCC solution to ensure incidents are managed within the agreed service levels.

Service Level Management

Service Level Management ensures the delivery of all contracted services in accordance with the agreed Service Levels and processes. The named Service Level Manager acts as customer contact at management level, providing escalation management, service performance oversight and to identify opportunities for continuous service improvement.

Proactive Fault Monitoring

Fully automated secure remote observation using state of the art technology. Observe your UCC Infrastructure 24x7x365 coverage, identify and analyze critical errors and malfunctions during operations providing fast notification (within 15min) including automated ticket creation. Continuous product certification.

Backup and Recovery

Backup & Recovery Services provide automated production and local storage of backup data of the operating system, application and user data for supported infrastructure elements. It also provides Maintenance specialists with the product specific data recovery procedures, covering most serious failure scenarios. Local storage in your data center, centralized management of backup and recovery procedures performed by UCC specialists via secure connection.

Change Management

Change Management provides coordinated implementation of planned changes. Regular steering board meetings (CAB) with the customer help to avoid/mitigate unwanted business impact based on detailed risk analysis of UCC experts.

Ensure that any changes are recorded and then evaluated, authorized, prioritized, planned, tested, implemented, documented and reviewed in a controlled manner.

Performance Management

Observe UCC application performance around the clock, detect performance degradation and trend patterns during operations ahead of incident generation. Provides both real-time alerting and portal-based reporting.

Performance trend reports help identify potential performance issues and support your capacity planning and associated investment needs.

Proactive Patch Management

Recognizing the ever-increasing risks associated with network security breaches as well as other software bugs, Proactive Patch Management ensures Voice, UC and Collaboration solutions including their underlying operating systems are maintained at their latest patch levels to minimize any associated risks and maintain a high level of availability. Avoids risks associated with complex update scenarios and out of date software patch release status.

Firewall Patching Services

Maintaining security devices such as UCC related firewalls or antivirus solution deployed to protect voice and UCC solutions at the most-current software patch level. Provides automated pattern-updates and implementation of non-automated patch-updates of security devices. Monitors the execution of Automated Pattern Updates.

Our value

We can either support or manage your existing UCC infrastructure on your behalf, bring our experience and expertise to optimize what you have and build a transformation plan towards a business enabling digital workplace model - at your pace with clearly defined outcomes.

- You benefit from a single point of contact closed loop fault management
- Problems are fixed quickly with minimal disruption to your operations
- Your Service Manager is responsible for meeting service levels and making specific recommendations for improvement
- Global certified partner community combined with our expert knowledge and experience on enabling and improving how teams engage, communicate and collaborate

- Services are tuned to your local, industry and business needs leveraging globally defined technology and methodologies
- Provide a path to a simplified and optimized delivery tuned to your business requirements

Our Services led journey

Our services support all phases of the solution life cycle – from setting the scene and discovery, through design and integration, installation, and maintenance on to managing communications environments.
With comprehensive, flexible offers we can define services options that best support your business objectives

	Discover & Evaluate	Design & Implement	Operate & Enhance
Consulting, Design and Integration			
Discovery & Success Workshops	o		
Assessment & Readiness Checks	o		
Solution Design & Deployment		o	
Solution Implementation		o	
Customization & Integration		o	
Transition & Connectivity		o	
Support Services			
Solution Maintenance			o
Operate Services			
Managed Service Desk			o
Service Level Management			o
Proactive Fault Monitoring			o
Backup and Recovery			o
Performance Management			o
Change Management			o
Proactive Patch Management			o
Firewall Patching Services			o
Adoption and Enabling			
Adoption Planning		o	
Education Services		o	
Adoption Monitoring			o
Adoption Analytics			o
Best Practice Consulting	o	o	o
Business Process Optimization			o

About Atos

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 12 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos|Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

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