

Streamline your COMMUNICATION services with JT's MANAGED SERVICES

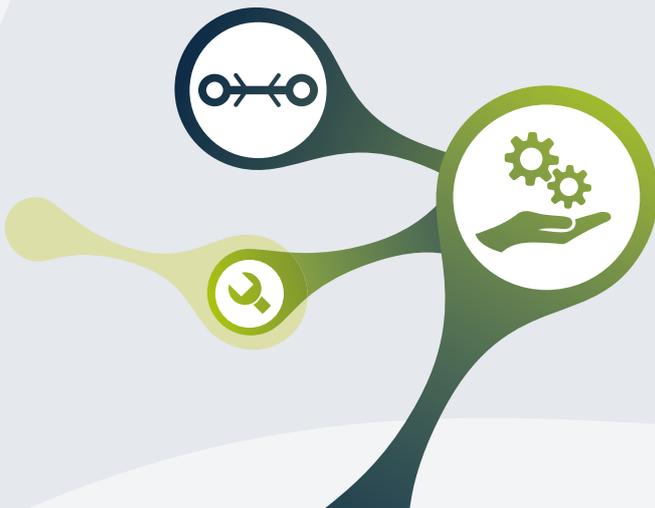


JT offers a number of Managed Services to help simplify the management of your communications and networking technology. From a break fix service to a full 'Take On' service, we can ensure you have the most effective communications service across your entire enterprise.

If, like most, you have acquired a number of disparate systems as you have grown your business, you may well have ended up with multiple contracts in different regions. This means that it is difficult to tell who to call when you have a problem, which causes delays and can adversely impact your business. Co-ordinating moves and changes across those system can be complex slowing down your ability to respond to business drivers.

JT can work with you to bring your disparate existing systems into a single service, with a consistent set of SLAs ensuring communications continuity across the work force. You get a single point of contact and operational simplification across a global footprint. We provide a 24x7 Service Desk, and 24x7 or Business Hours on-site services as needed with corresponding SLAs to match your needs. We will also provide the option of localised or centralised billing in multiple currencies. All of this is put in place through a streamlined and agile take on process to save you time, cost and resource.

Where you have legacy systems that are end of life (with all the cost and risk associated with that) we are also able to work out the most effective way to migrate you to a fully supported service.





WHAT WE OFFER

We provide varying Managed Service offerings across WAN, LAN, Voice and Wi-Fi, providing a number of distinct components. These are matched to customer's specific requirements in relation to:

- **Support Service** – Hardware and Software maintenance is undertaken by the JT Engineering team and our globally approved partners. The Support Services use Service Level Agreements that are aligned to Customer's overall managed service needs.
- **Remote Monitoring Service** - intended to support customers by detecting, and managing the resolution of service issues, mitigating any impact to critical business operations.
- **Proactive Managed Service** – this service is multifaceted – its main purpose is to ensure uninterrupted operation by resolving issues before they arise. It includes 24x7x365 remote management and monitoring for ultimate peace of mind. We manage your environment utilising our comprehensive ISO27001-certified, ITIL-aligned service management framework. The Managed Service includes proactive configuration, monitoring, performance and capacity management and access to JT's support capability, technical skills and vendor relationships.
- **Agency Service** – where we are not able to directly take over the management of some systems we can act as your agent to request changes, log incidents, and monitor performance.

Furthermore;

- Existing call minutes, network & data services can be transitioned into the service.
- We can offer financial models that can deliver Capex or Opex models depending on your specific needs



WHY USE JT'S MANAGED SERVICES?

Our Experience

JT is a Tier 1 Telco, with offices in 11 locations globally. We have a long experience of taking on legacy clients estates and specialise in working with international customers.

JT can provide support in over 110 countries, and we manage services for a large range of international clients including 18 of the world's top 20 banks. JT has a long-standing relationship with AVAYA, and is one of the few business partners covering both Europe and the US, with Diamond Partner status. We are also a Cisco Premier Partner, giving us a breadth of experience to find the solution that is right for you.



WHAT DO WE PROVIDE?

Economic, cost-effective solutions:

- One package, with a single contract, with centralised or local billing options.
- A rapid transition allowing you to start realising the benefits quickly
- Reduce operating costs by optimising your estate, removing obsolete equipment and simplifying your connectivity
- Flexible payment models to meet your specific needs
- Competitive pricing, by leveraging global spend
- Central management team but with local point of contact that work closely together
- In-country expertise
- Access to more than 2,500+ engineers globally
- Access to a huge international base of spares

A high-level service your business can rely on:

- Enterprise-Grade service with crisis management contingencies
- 24x7x365 monitoring and remote management of systems
- Partnerships to deliver local, on-site services where needed

Help to build a roadmap when you want to transform your communications services

By working closely with you to manage and optimise your existing systems we will be able to advise you on how to build out and deliver your future communications roadmap



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