

Let us TAKE ON AND TRANSFORM your legacy estate



JT's Take On and Transform service allows us to take you on a journey to a focused, more effective communications service across your entire enterprise. During the Take On phase JT will work with you to bring your existing disparate systems into a single service, with a consistent set of SLA's ensuring communications continuity across the work force. This means you get a single point of contact for support calls and service requests and provides operational simplification across all of your estate. The Take On process can cover both the Voice, and the Data components of your estate ensuring you achieve a complete managed service.

You can start realising benefits almost immediately. As soon as the system has been transitioned we will work with you to identify ways to provide additional benefits, service improvements and potential economies.

Tailored to your business

The Take On process will be based on a bespoke transition plan to identify key locations and priority systems, tailoring the solution outcome to customer's business' specific needs.

Transformation

Once the existing estate has been Taken On, JT are able to work with you to identify future communications needs and to map out a roadmap to migrate the estate to meet those needs. JT will then transform the estate to implement that roadmap.

Due Diligence

As part of offering the service we will complete a comprehensive appraisal of the estate to be Taken On. This ensures that JT can deliver the service in line with customer expectations. The cost of this is included in the price of the Take On service. The due diligence process may identify differences from the original requirement. If this occurs then JT will revise the details and price of the service to be provided.

The activities that take place as part of this due diligence are:

- Site Surveys/ Review of customer's site information
- Reviews of software revisions/firmware/patch levels



Following the completion of this activity JT will produce a report detailing all components to be covered by the service, and the level of support we are able to offer. JT will also determine whether there is a requirement for Site Surveys to be carried out, based on quality of data that is available from the customer. The cost of site surveys are not included in the standard Due Diligence Service and will be charged separately.

Service Transition Phase

This can be split into 2 main phases:

- **Service Readiness Phase:** these activities are carried out internally within JT, the Operations team ensuring that all necessary processes have been documented and tested PRIOR to any part of the customer's service going Live
- **Site On-Boarding** – these activities are completed in association with the customer and are specific to each site location, or group of site locations being moved into BAU Support

Service Transition activities will be managed by a Service Transition Manager working in conjunction with the designated Project Manager. The site On-Boarding activities may continue into the BAU phase of the support agreement, if there are multiple phases of sites to be moved into Service.



The Service Transition phase is deemed to have been completed once the first customer site has been On-Boarded. As a guideline: for Basic Customers, Service Transition should be between 1 and 3 months depending on the complexity of the estate.

Transformation Phase

Once the estate has been successfully onboarded JT will be in a position to advise on technology options to meet your future requirements. This may be a move from:

- Siloed communications applications to a unified communications environment
- Transactional call centre working to a Customer Engagement architecture
- Traditional MPLS hub and spoke networking to a solution that takes advantage of the benefits of SD-WAN

JT has the technical expertise to work in partnership with you to build out the roadmap that will transform the communications needs of your business and allow you to meet the challenges of modern day business.

Managed Service options

The JT Take-On Service is offered with three distinct levels of service. These are matched to customer's specific requirements. These are:

- **Support Services** – Hardware and Software maintenance is undertaken by the JT Engineering team and/or approved JT partners.
- **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.

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