MANAGED
CONTACT CENTER

WHY CHOOSE A MANAGED SERVICES?

**1. Predictable & Scalable Spending - ** Predicting operating expenses can be difficult for any organization when investing in IT needs up front. With *NSI Advance Managed Services*, expenses are consolidated into a predictable fixed monthly cost.

**2. Gain More Time Back for Your Team - ** Freeing up your team to focus on other objectives - Hiring an IT team is expensive and time-consuming. *NSI Advance Managed Services* Provide specialized services to fill any gaps in an organization's expertise.

**3. 24/7 Support - ** *NSI Advance Managed Services* is comprised of a dedicated team of experts ready to look after your company's systems and resolve issues, regardless of the hour.

**4. Access to the Best Engineers, Expertise, and Experience - ** *NSI Advance Managed Services* provide your organization access to a team of experts with a hight-level skill set thtat your companies may not have access to.

**5. Proactive Monitoring & Issues Resolution - ** Monitoring and managing companies IT helps catch issues before they escalated into serious issues.

**6. One Point of Contact - ** Companies no longer have the need to maintain a list of vendors for every IT related equipment. *NSI Advance Managed Services* simplify your partner relationship.

**7. Future Road Mapping Support - ** *NSI Advance Managed Services* make it easier to scale, update, and employ the latest technologies. Our team of experts will provide advice to ensure your organization is making the best decisions relating to your business and challenges.

WHAT'S INCLUDED WITH NSI ADVANCE MANAGED COLLABORATION

Provides full management services for their Cisco Contact Center.

#1 Monitoring

Receive System health monitoring and remediation - Automated monitoring and ticket generation with SLAs to ensure maximum uptime with priority queuing and after hours P1 support. Monitoring and alerting on critical security vulnerabilities.

#2 Move, Add, Change

You also get Move, Add, Change, and Deletion services for endpoints and user accounts. Configuration changes, without changing the design of the network needed for day to day operations.

#3 NSI Recommended Version Control, Software Updates, Patch Management, Code Upgrades

With *NSI Advance Managed Contact Center* your current version is always the NSI recommended version, applying updates/patches, and monitoring compliance.

#4 License Review

NSI Advance Managed Contact Center provides a semi-annual review of license compliance and entitlement.

#5 Best Practice Review

Design and configuration review(s) based on NSI best practices Hardware End of Life Status Notifications of hardware EOLife/Support status changes.

ADVANCE MANAGED SERVICES

#6 Ticket Tracker Portal Access

Access to NSI's Ticket Tracker Portal for management of your account,

devices, projects, and tickets.

#7 Business Alignment Meetings | Reporting

Regular cadence reviews of historical ticket, SLA performance, an reporting

#8 Network Documentation & Backups

Provides technology specific documentation and

configuration/application back-ups.

www.nsi1.com
888.247.0900