

Damovo is an established European-based, global technology services firm with over 50 years' experience in the ICT industry. We deliver services on behalf of Systems Integrators, IT Service Providers, and enterprises located around the world.

Our portfolio of global managed and professional service spans a range of technologies including unified communications & collaboration, enterprise networks and contact centre solutions.

We hold the highest levels of accreditation with the leading technology vendors including Cisco, Mitel, Avaya, Microsoft & Unify. We have the technical expertise and geographical reach to design, deploy, and maintain complex, large IT infrastructures – no matter where they are located. Damovo has deployed the right mix of processes, systems and people in order to deliver exceptional service to all of our customers.

We are big enough to deliver and small enough to care.



### Global UC Services

- Voice, contact centre, video and enterprise networks
- Multi-platform, multi-partner, multi-site solutions
- Infrastructure-as-a-service (IAAS)
- Global platform transformation
- Solution design, implementation, maintenance and support
- Global project delivery

### Global IT Managed Services

- Desktop managed services
- Remote triage, end user desk side support
- Smart hands and eyes (onsite)
- Onsite workplace services – (PC refresh, desk-side support, and IMACD services)
- Outsourcing of staff to Damovo through TUPE/ARD

## What Damovo can offer you



### Extensive Capability

Damovo has over 50 years experience delivering and supporting complex technologies and environments across a wide range of industries.

### Single Point of Contact and Accountability

We deliver multi-vendor services across the world. We will take over the support of your customer's IT infrastructure, and provide one point of contact and one point of accountability across the entire global IT estate.

### Flexible SLAs

Our range of flexible SLAs will deliver consistency across the world – whether it is a large headquarters in Europe or a small local office in Asia. We can tailor our offering based on the individual needs of your customers.

### Global Pricing Structure

We can provide you with one global pricing structure for our services – which allows you to offer your customer a competitive international service delivery model.

### Global Project Delivery

Damovo has extensive experience delivering complex projects on a global scale. Our Global Program Management Office defines the appropriate processes, methodologies and governance structure for every project, to ensure the project is delivered on time, on budget, and to the highest possible standards.

### Global Support Centres

Damovo's Network Operations Centres are resourced by highly trained and accredited IT professionals working across a range of technologies who are committed to delivering service excellence.

## Why partner with Damovo?

- Global experience, covering 150+ countries
- Global managed service capability in voice, desktop management, contact centre and enterprise networks
- Technological expertise in Avaya, Cisco, Microsoft, Mitel and Unify
- Commercial flexibility
- Proven capability working with global Systems Integrators and large enterprises