

DAMOVO SERVICES



Streamline your processes, minimise risk and optimise your ICT environment throughout the entire lifecycle with our portfolio of consulting, project and transition management, professional & integration services, system integrator services, and managed services.

Consulting

A good ICT strategy should be sustainable and must support your current and future business needs.

This strategy has a direct impact on the success and competitiveness of your organisation – so it is vital to define common goals and success factors for any planned change and for any single business process.

Our experts use their extensive experience and knowledge of the industry to perform an analysis of your business.

This then forms the basis for making recommendations which will set you up perfectly for the digitally transforming future.

Benefit from a comprehensive consulting approach that includes technology benchmarks, strategy developments, network assessments, security audits and voice readiness checks. We will also advise you on the best procurement and operating model for your organisation. Whether the services will be provided on-premise, as a managed service, or from private or public cloud – we will find the most suitable solution for you. This will depend on the expertise and availability of your employees, and the service levels you require for business continuity.

Project & Transition Management

Any transition project carries risks. However our extensive knowledge and experience of implementation and migration projects helps to minimise these risks.

You can rely on our proven best practice methodologies (including PRINCE2 and ITIL V3) and years of experience implementing complex projects across multiple geographies. Your project is in safe hands with our world class Project Managers and Programme Directors.

Professional & Integration Services

We specialise in the provision and support of unified communication & collaboration, contact centre and enterprise network technologies, both on-premise and cloud-based. We not only understand the technology, but also the business processes that best support both the technology and your business. We will implement solutions, expand existing capabilities and integrate the relevant applications according to your requirements.

Service Support

Our team of experts offer speedy and competent support – from registering your service request right through to providing a resolution. Our multilingual Customer Service Centre is available around the clock, 365 days a year, across all service levels. Key operational centres of excellence are resourced by a network of highly trained and accredited IT professionals across a broad range of technologies – ensuring that you receive the best possible service at all times.

Managed Services

We can take the burden of support away from you with a wide portfolio of managed services that will ensure your ICT estate is being seamlessly managed and supported.

Our ability to find the right mix of automation level and standardisation combined with the flexibility of our services, processes and staff is our recipe for success in ensuring outstanding collaboration with your employees, customers and partners.

As your IT service partner our goal is to keep disruptions to a minimum. We will proactively monitor your IT environment and identify potential downtime issues before they become a problem for you and your customers.

We will provide transparent reporting of both your systems and our performance at regular service review meetings. Vulnerabilities and potential for optimisation will also be regularly identified through the use of analytics tools.

Services for Systems Integrators

As a systems integrator you are expected to deliver increasingly complex services in a single managed offering. The challenge is that it may not be commercially viable to create the capability needed to deliver all of the services your customers want. This is where we can help.

We offer a global managed service capability in voice, desktop support, contact centre and enterprise networking. Using our flexible resourcing model and network of accredited partners we can work seamlessly as part of your team to offer your customer a competitive international service delivery model.

Find out how we can help you to support your international customers, drive incremental business outside of your core markets, and improve your value proposition with your customers.



CUSTOMER SERVICE CENTRE

Issues and enquiries across all service and support levels can be logged with our 24/7 multilingual Customer Service Center via our service portal and via call. Automatic ticket routing will ensure your request is dealt with by the most appropriate resolver team.

NETWORK OPERATIONS CENTRE

Our 4 Network Operations Centres across Europe (Germany, Ireland, Poland, and Belgium) process tickets by priority and corresponding SLAs. 94% of all service requests are closed remotely.

COMPETENCE TEAMS

Our highly skilled technical consultants responsible for all complex level 3 incidents are certified by our core technology partners. They deliver support for the implementation of complex solutions and are also involved in the development of customized solutions. Additionally, they do workshops at our customers' sites and serve as a contact to technology partners when an issue occurs.

FIELD SERVICE

We provide a comprehensive field service infrastructure and deliver on-site emergency services across all regions to ensure service is delivered 365 days around the clock according to agreed SLA's.

LOGISTICS

Spare parts are delivered via our warehouses or from our technology partners – according to agreed SLA's.

Damovo delivers technology-enabled business efficiencies to enterprises around the world. Our customers benefit from our 40 years of experience, expertise and ecosystem of industry partners.

Through our consultative approach (understand, deliver and improve) we work with our customers to explore how technology can support their business objectives now and into the future. Our portfolio includes solutions around Unified Communications and Collaboration, Enterprise Networks, Contact Centres, Cloud Services and Global Managed Services.

Damovo has regional offices across Europe and a global capability spanning over 120 countries. Whatever the sector and wherever the geography, we give our 2,000 customers the tools they need to accomplish continuous business improvement.

Contact

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4 multilingual Network Operations Centres in Germany, Ireland, Poland and Belgium are available 24x7 and manage over 1.5 million ports worldwide.



Awarded as Leader of Managed LAN Services by Experton Group.



Winners of Cisco's "Customer Satisfaction Excellence Award" 16 times in a row and received the Cisco "Solution Innovation Partner of the year 2017" award.



We always provide a custom-optimised service concept independent of the delivery model.