

DAMOVO

UNDERSTAND. DELIVER. IMPROVE.

ICT SERVICES FOR GLOBAL BUSINESS



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Global organisations face considerable challenges when trying to achieve maximum business advantage from their communications infrastructure. The disparity of technologies, skills, and support services across geographically dispersed sites can lead to escalating costs, lack of service consistency, multiple points of accountability, and ultimately lack of control.

About Damovo

Damovo delivers technology-enabled business efficiencies to enterprises around the world. We work closely with our customers to understand their present business model, their challenges and future aspirations. We then take this knowledge and work with our customers to explore how technology can support their business objectives now and into the future.

Our large portfolio of global managed services offerings spans a range of technologies including unified communications & collaboration, cloud, enterprise networks and contact centre technologies. We partner with leading technology vendors including Cisco, Mitel, Avaya, & Microsoft in order to make sure that the best solution is found to meet the customer's requirements.

With regional offices across Europe and a global capability spanning over 100 countries we have the geographical reach to support complex, large IT infrastructures – no matter where they are located.

Global Reach

Damovo has a global footprint covering EMEA, North America, LATAM and APAC.

Experience

Damovo has 40 years experience working with clients across the world.

Global Capability

Damovo has the people, management and control processes to develop and deliver integrated communications strategies that achieve global consistency.

Independence

Damovo holds the highest levels of accreditation with some of the world's leading ICT technology suppliers.

Flexibility

Damovo's comprehensive service and support model can be tailored to the specific requirements of any global organisation.

For more information visit us at: damovoglobal.com

ONE PARTNER – ONE CONTRACT

Most IT environments have a variety of technologies from different vendors, supported by multiple support contracts. This creates a very complex environment that can be inefficient, costly to run and time consuming to manage. Damovo can help by offering a range of managed services that will deliver:

Single Point of Contact and Accountability

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

Flexible SLAs

Our range of flexible SLAs will give you consistent support across the world – whether it is a large headquarters in Europe or a small local office in Asia. We will tailor our offering based on the needs of your business critical networks and applications.

Global Pricing Structure

A global pricing structure will allow you to budget more effectively for your IT support requirements – now and into the future. Our highly experienced solution and service design team will identify where you can save money and run your IT estate more efficiently.

Third Party Vendor Management

We are experts at multi-vendor management. We will maintain the relationships across all of your vendors – and make sure that contracts are renewed and technology releases are kept up to date. This can be a very time-consuming and complex job for your IT department to manage. We will take this headache away from you.

Proactive Monitoring and Management

We identify potential downtime issues before they become a problem for your business. Where possible we will perform remote remediation to fix the issue, or dispatch an engineer to site if required within the agreed SLA.

Future Technology Road Mapping

We don't just come in and take over the support of your estate. We will also work with you to optimise the use of your existing infrastructure, and develop a roadmap for the future based on the latest technologies and your business requirements.

INTERNATIONAL PROJECT DELIVERY

Damovo has extensive experience delivering complex projects on a global scale. We understand that there are many challenges that can increase the levels of complexity and risk within a project – including technological, cultural, commercial and logistical issues. These can cause deadlines to slip, costs to escalate, and the ultimate failure of projects that are supposed to add value to an organisation.

Our Global Programme Management Office defines the appropriate processes, methodologies and governance structure for every project. Once defined these processes are applied throughout the project – regardless of geography. This approach ensures the project is delivered on time, on budget, and to the highest possible standards.

We believe that there are three essential components to successful project delivery:

People: We only appoint the best people to run large complex projects across the world. Every project is overseen by an experienced Programme Director who will make sure that the project is delivered in adherence to strict standards.

Processes: We believe that projects need detailed and continuous planning all the way through. Experience has shown us that there are common factors that can cause projects to slip – and so we make sure that all of these are taken into consideration when building the project plan.

Communication: Open communication is essential for project success. We build strong, honest and open relationships with all stakeholders so that the right information is communicated to the right people, and decisions can be made in a timely manner so that the project is kept on track.

“ We are big enough to deliver, but flexible and agile enough to work with you to achieve your business objectives

THE DAMOVO DIFFERENCE

Damovo has built a reputation on developing solutions and managed services that are designed individually for each of our customers. So what is it that makes us unique?

Understand

We are passionate about understanding our customers' business challenges. Our approach to business is consultative. We focus on people rather than technology by listening until we understand the precise nature of a customer's challenge. We never presume before we understand.

Deliver

Our extensive experience, skills and industry partnerships enable us to design and deliver technology solutions and services that address our customers' business challenges. Whatever the solution, wherever it is required, we always strive to exceed expectations – delivering significant business return for our customers.

Improve

Technology deployment is just one stage in the long-term relationships we endeavour to build. We strive to continually innovate and deepen our knowledge of the customer's needs and remain committed to helping them by removing complexity and achieving continuous business improvement.

Service Excellence

Our managed services portfolio is supported from our Global Customer Service Centre. This 24/7, multi-lingual centre is resourced by a network of highly-trained and accredited IT professionals working across a range of technologies who are committed to delivering service excellence. True service provision is at the heart of our culture. We have the systems, processes and infrastructure to ensure that all of our solutions and services are delivered consistently across the world.

DAMOVO

UNDERSTAND. DELIVER. IMPROVE.

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 100 countries. Whatever the sector and wherever the geography, we give our 2,000 customers the tools they need to accomplish continuous business improvement.

Damovo Global Services – a trading name of Damovo Deutschland GmbH & Co. KG

Explore more at: www.damovoglobal.com

Or email: enquiry.dgs@damovo.com