

DAMOVO

Managed Services for Global  
Voice and Data Network



## Change Driver

A logistics company operating worldwide appointed a leading Systems Integrator (SI) to deliver a fully managed Voice & Data network across their European business operations. A significant element of this was the voice transformation project which involved the roll out of Avaya Aura technology.

The SI decided to outsource the supply installation and maintenance to a partner who is Avaya Diamond Edge certified.

The SI's original model was to procure the hardware and sell directly to the end customer via a traditional CAPEX approach.

However, Damovo pitched an innovative managed service that involved building a fully managed private cloud voice solution and leasing it back to the SI over a 5-year period.

The SI in turn could offer their client an OPEX based model which was much more affordable. This offered a much more compelling business case. As a result, Damovo was awarded the contract.

DAMOVO





DAMOVO



## Damovo Approach

Damovo developed a highly available private voice cloud infrastructure across two Tier III data centres in Germany, which was then easily extended across the client's office and warehouse footprint across Europe.

The private voice cloud core platform was built using the industry leading Avaya Aura Unified Comms technology. By adding Avaya IPO gateways at the site end, Damovo provided a robust, yet flexible voice solution to integrate the client's business units across a single voice platform technology.

16,000 end points and call centre SIP phones were rolled out in 568 sites across 23 countries in Europe. The transformation project took a total of 16 months. During this time, a wide variety of old legacy PBX's were replaced by transitioning to a single standardize offering.

Damovo fully manages the voice cloud platform and its end points via our Global Network Operations Center team of Avaya experts. 70%+ service tickets are resolved remotely which ensures an SLA performance of 99.8%



## How the **System Integrator** benefits

Fully integrates with the SI's Global SIP voice network

SPOC: A single service partner is contracted for all 23 European countries.

OPEX model creates liquidity.

A monthly fee is charged only for the actual use of the resource units and is thus flexible depending on market conditions or seasonal business activities.

## How the **company** benefits:

A feature-rich unified communications solution that will help them to communicate more effectively.

Soft phone clients for remote workers are seamlessly integrated.

Standardisation of voice technology across all European locations

They can scale up and or down as required depending on their busy periods. 'Pay as you consume' model

'One throat to choke' service partner.

Frees up IT resources.

Access to Damovo's 24x7 Technical Support Desk.