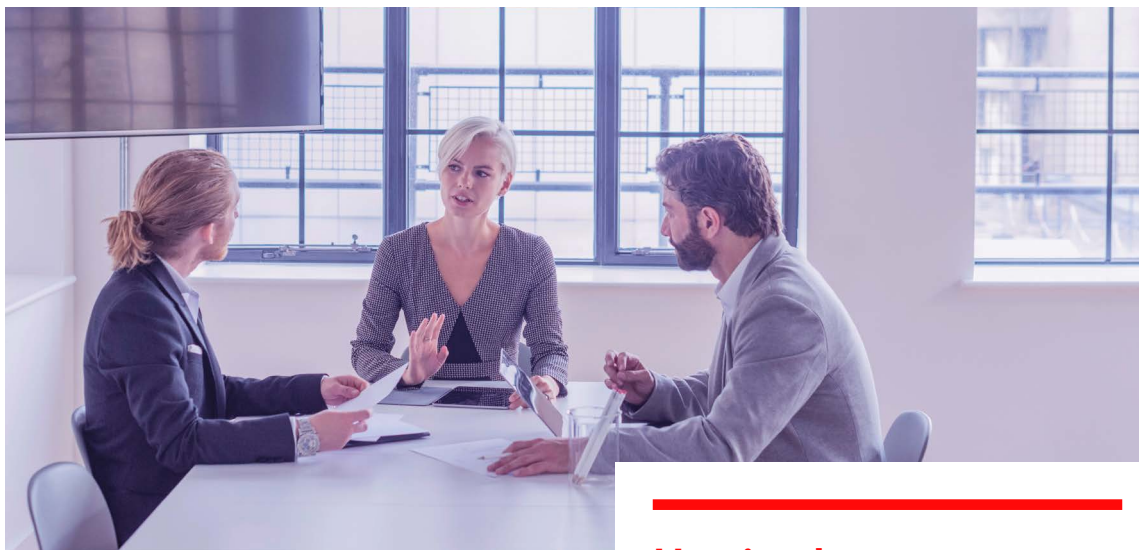


MANAGED SERVICES

NO MORE FATAL DISTRACTIONS



How do you keep your network running brilliantly and still stay focused on the future? Because we devour 40% more data every year, it's not easy. Could you let your network management go? Somewhere safe? Somewhere with stacks of experience?

The digital economy has turned every business into a technology business and 90% of the world's data has been generated in just two years. This is an age when your market can vanish in quarters, not decades. So, in terms of survival, all our futures have become our here and now's. Which is why we're all so very busy.

Get an influx of orders, bills, maintenance calls or monitoring requests and we race up the busy curve even faster. How do you remove the distractions and concentrate on keeping your organisation innovative and agile?

Managed Services.

Day-to-day admin isn't going to earn you much recognition. But it is important that it's done well. So we'll help you handpick the team and services to manage your network. At a fraction of the in-house cost.

Here's what to expect...

- Create your own premium support team – dedicated, managed assistance just for your organisation
- Superior KPIs and named single points of contact for personalised peace of mind
- Focus internal resources on staying ahead of a rapidly shifting market
- Experienced provider of managed services
- ITIL certified and ISO accredited

Pick any combination of services. Or take them all. It's your call.

Of course, when you upgrade to a premium service you benefit from premium KPIs. And your named, single points of contact will feel like part of your own team. But the real win is about being nimble enough to keep moving in a shifting market.

Our biggest public sector customers have been quietly enjoying this for years. As Hampshire and Isle of Wight Partnership, London Grid for Learning, Cambridgeshire PSN and many others will tell you. Now it could be yours too.

You can be reassured that all our processes are founded on ITIL Best Practice guide-lines. All of our Service Relationship Managers are certified. To prove our credentials, we're ISO20000 accredited.

Six of the best

Our Managed Service Pack lets you choose the exact support upgrade you need. Select your dream team from our six professional services.

1. Dedicated service management

A named and dedicated Service Relationship Manager isn't so much native support – as support, gone native. We manage your entire solution, not just individual products.

We spend time getting to know your business. As you'd expect. But a Service Relationship Manager is your appointed agent, taking care of your interests. They're always available whenever you need them and are fully accountable to you. They're part of your team and are empowered to drive everything you need from the inside.

2. Bill to Pay Managers and bespoke billing

Save yourself time by choosing exactly how you want your billing. Ours are already easy-to-understand but our bespoke option gives you complete control with lots of customisable options. So we only provide what you and your organisation need.

You can still keep track with our online portal. That's a given. But you'll also get personal support through a named Bill to Pay Manager or Administrator – your single point of contact whenever you need. No more call queues. And you're offered regular reviews to make sure your billing strategy is working as it should.

3. Managed Service Desk incident and order management

Our Managed Service Desk provides a single point of support for orders, service requests and incidents. You get your own, personal freephone number that connects you to a UK-based helpdesk. Your orders will be priority-loaded onto our systems so they're fulfilled faster. Our team fast-tracks your requests and also keeps you on top of progress, right up to installation.

Strict KPIs ensure you're not waiting around for calls or emails to be answered and that any information about orders, planned maintenance or incidents is logged and communicated without delay.

4. Tailored service performance reporting

All service providers should be open and accountable. But often they aren't. Customer service is the core of our very existence. We take it to the extreme. Creating bespoke monthly reports with details of installation times, incident management, circuit availability and more so you can see how we're doing, at a glance. We even analyse the outputs and pick out trends and repeat events for your Service Relationship Manager to discuss at your regular reviews.

5. 24/7 performance monitoring

Using real-time network monitoring and management applications, we make sure your services always perform at their peak. We work alongside our Alarm Monitoring Centre to study performance indicators such as load, utilisation, packet loss and latency for all SNMP-enabled devices.

6. Network design guidance from Solutions Experts

Business needs change over time so we make sure we keep pace with your network requirements. We help define new solutions and provide professional, fully qualified advice on network transformation. Technical specialists handle the detail of configuration changes to existing services. For larger projects, you get personalised designs from a skilled Consultant or Service Architect.

Some of the customers we already work with:



Our sizzling six KPI'S



All calls to be answered in an average of 10 seconds



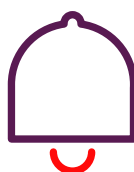
All incidents updated against priority level



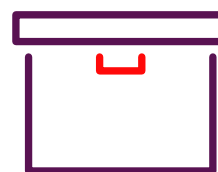
All reactive and proactive incidents to be logged within 30 minutes



Change notifications to be sent to the customer with 10 working days' notice



Order updates every 48 hours or as applicable in line with order SLA



Orders loaded cleanly in 48 hours

Privileged company

We're already doing this for some of the largest public sector organisations in the UK. In Hampshire we support 19 public sector organisations across health, schools, fire and rescue and the local authority. That's over 2,000 connected sites!

And it's a similar story across Cambridgeshire and surrounding counties where we're on call for 8 public sector agencies across schools, health, fire and councils. We also partner with LGfL and 33 local authorities to provide support to over 3,000 unique locations and over 1 million students.

“Portsmouth City Council has built an excellent partnership with Virgin Media Business on many levels. Virgin Media Business know and understand the challenges that we face and are helping us to achieve the right outcomes. The next steps will be for Virgin Media Business to help us achieve a reduction in our revenue costs.”

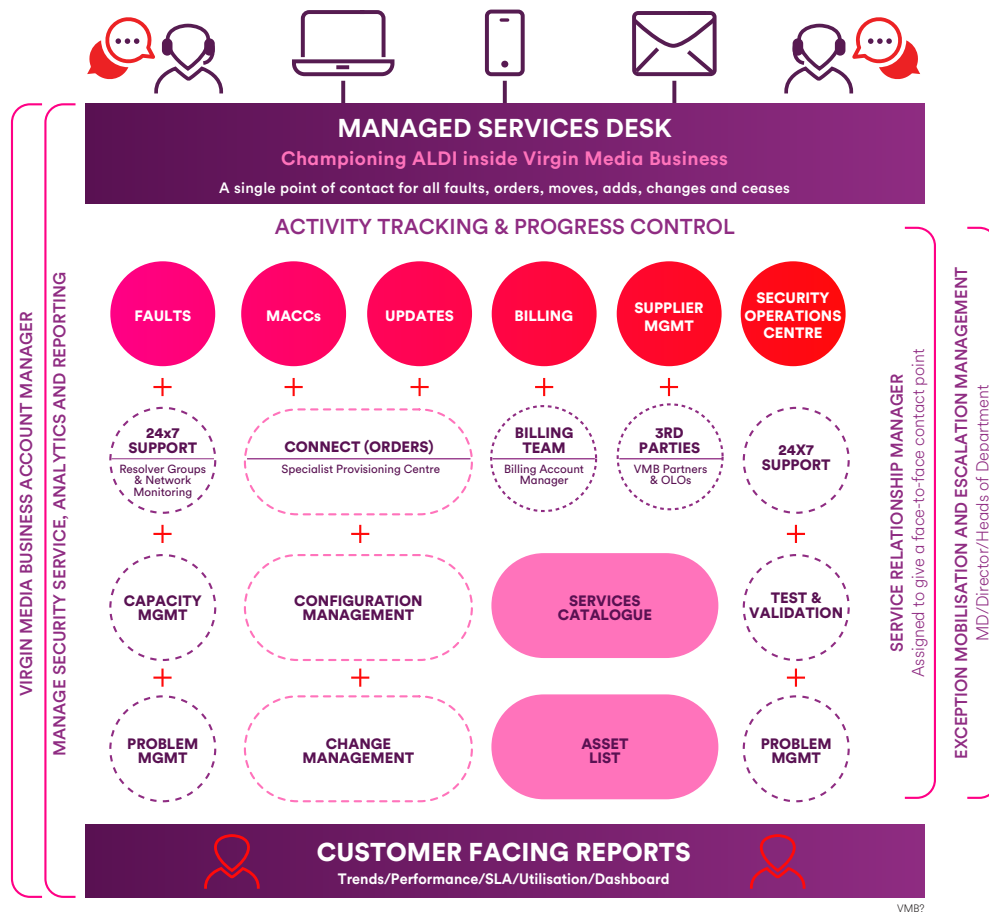
Portsmouth City Council

“Our Service Relationship Manager is entirely reliable and provides an excellent service. Always frank and open in his assessment of issues, he’s the go-to man whenever things get stuck elsewhere in Virgin Media Business. If he can’t fix it himself, he’ll find someone who can.”

Atomwide LTD

Bringing it all together

CUSTOMER HELPDESK



To find out how we can help you just give us a call on 0800 052 0800 or visit virginmediabusiness.co.uk



BUSINESS

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