



Maintel's Insight Services

As businesses adapt to ever-changing working requirements and the new world of dispersed workforces, many find themselves left with ineffective technology and services that could cause unnecessary expenditure.

But what can you do to identify any potential issues, address these concerns, and ultimately take better control of your infrastructure? The answer lies in visibility, and Maintel Insight Services are well positioned to provide your organisation with this insight.

What are Maintel Insight Services?

We, at Maintel, have developed a number of Insight Services that can provide you with the intelligence required to make informed choices about your communications technology and aid in the planning and future development of your estate.

Utilising consultancy and discovery services, we can help to provide a comprehensive view of your infrastructure, as well as quickly and effectively illustrate where, for example, unnecessary expense, capacity, or licensing could be leading to avoidable bills.

Whether you need a singular snapshot, or ongoing managed services, we work with you to understand your existing technology infrastructure, business practices, and any pain points, before producing a tailored insight project proposal.

We gather information around your commercial and technology estate and utilise this information – along with our skills and experience - to produce an insight report. This report provides you with the information needed to understand how to reach your business goals.

For many organisations, the skills, time, and experience required to properly assess the health and performance of complex UC and contact centre solutions cannot easily be maintained, nor made readily available. As such, solutions can sometimes drift into degraded performance, impacting quality of service, becoming sub-optimised in terms of configuration and licencing, and harbour technical deficiencies that - whilst not immediately apparent - can introduce considerable operational risk.

Today Maintel works with a diverse range of organisations to help them ensure their communication costs are effectively managed and controlled.

Our Services

Maintel Insight Services utilise a combination of automated and professional analysis to deliver a comprehensive set of findings that reflect the health and performance of your platform, along with recommended actions highlighted in order of importance. In the enhanced service, analytics and reporting is structured around ITIL best practices to address topics such as configuration management, availability management, capacity management, and release management.

Our Approach

Maintel will produce a scope of works based on initial discussions to understand your objectives and pain points. We also deploy an on-net collector appliance with unidirectional reporting output via the internet to a cloud-based analytical engine – typically this will remain in-situ for one month.

We then provide a detailed report and recommendations which could include the following, depending on scope:

- **Executive Summary** – detailing all items found to be within accepted parameters (green), outside accepted parameters giving potential for concern (amber), and items where data shows a serious issue likely to cause an outage or severe degradation of service (red).
- **Configuration Management** – control network schematic including detailed topology, and vector diagrams if required.
- **Availability Management** – control network health detail IPSI, media gateways, DS1 links.
- **Capacity Management** – OS processor, memory and disk occupancy, software licenses used, limit and capacity %, trends, hardware capacity and % consumed, IP handset and trunk group utilisation reports, announcement board performance details.
- **Change Management** – summary of change log over the period monitored.
- **Release Management** – recommended software updates for the installed HW/FW.

Unlocking Key Benefits

Maintel Insight Services can help you to unlock a variety of benefits across your business:



Commercial Benefits

Understand what you've got in your communications estate, what you've paid for, and whether it's fully utilised. This can include tracking your license use and deployment to answer essential questions such as: "am I paying too much?" and "am I adequately provisioned?" We will also help deliver accurate forecasting of future requirements based on trending data.



Operational Benefits

By delivering deep insight into how the technology delivering your enterprise communications is utilised, Maintel Insight Services helps you right size your communications infrastructure, i.e. Are your trunk circuits over or underutilised? Are your system resources coping with capacity demands? Are they balanced or over provisioned?

Our managed services packages can also provide comprehensive vector diagrams on-demand and support you in actioning the insights gained to align your communications infrastructure with your immediate and forecast operational needs.

Risk Mitigation: detect and act on threatening trends early with real-time performance monitoring of your communications platform.

Visibility: see the location, utilisation, and performance of communications assets to understand how they are being used, and how to deliver maximum business benefit.



Technical Benefits

Ensure your communications are delivering the correct service levels and quality to users on every call with automated fault detection and resolution, backed by extensive historical data. We quickly trace, identify, and help you remedy issues such as call quality within your communications environment.

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