



Managed Services

Is your business struggling to find the resources and expertise needed to manage the growing complexity of your contact center technology? The day-to-day operation of contact center infrastructure is critical and requires expert staff to manage, monitor, support, upgrade and optimize on an ongoing basis. Yet budgets are tighter than ever and organizations are facing the need to balance innovation for growth with the cost of operational support. If you are looking to free up your staff, reduce operational costs of systems management and improve efficiency and performance, all while mitigating risk, Waterfield Technologies' Managed Services is here to assist.

Businesses of all sizes are increasingly dependent on efficient and reliable contact center technology to deliver the best possible customer experience. Waterfield offers a robust array of support models to enhance and compliment your contact center technology by providing a tiered approach to service levels that best fit your specific needs. Whether you are looking to implement new solutions, upgrade your existing technology or simply maintain your system, our comprehensive portfolio offers cost-effective approaches and methodologies to manage even the most complex contact center technology.

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Benefits of Managed Services in your Contact Center

- **Simplify complex system management.** Allow Waterfield to fully manage complicated multi-vendor infrastructure so your in-house staff can focus on revenue-generating projects or other key business initiatives.
- **Provide expert management with dedicated Technical Account Manager (TAM).** Leverage Waterfield’s proven expertise to identify areas of service optimization, implement new contact center technology solutions or upgrade your existing technology stack with assurance of on-time delivery —no costly delays.
- **Deliver continuous operation improvement.** Waterfield will monitor, support and optimize your contact center solution, ensuring solid solution performance and efficiency in order to deliver an enhanced customer experience.
- **Offer flexible choices for management and delivery.** Waterfield will manage your solution in a private cloud, on-or off-premise – your choice – and allow you to realize cost, reliability and scalability advantages.

Services to Meet Your Specific Business Needs

Waterfield Managed Service offerings provide a variety of options based on your specific business needs. Our enhanced solutions provide management and proactive monitoring of all aspects of your contact center infrastructure, from application management to full end-to-end management and support. We offer multiple tiers of support as well as custom support alternatives should your business require additional items not covered in our standard offerings.

<p>TIER 1 Support Services</p>	<ul style="list-style-type: none"> • 24/7 Support Desk • Triage support for applications
<p>TIER 2 Support Plus Services</p>	<ul style="list-style-type: none"> • Support Services • Managed Services Hours
<p>TIER 3 Managed Services</p>	<ul style="list-style-type: none"> • Support Plus Services • Preventative Maintenance • Proactive Monitoring • Shared technical account manager (TAM)
<p>TIER 4 Premier Managed Services</p>	<ul style="list-style-type: none"> • Managed Services • Optimization support • Assigned technical account manager (TAM) • Forward planning and consulting

Key Support Features



Support and Administration

- Access to WTI technical support team 24/7/365
- Break fix application maintenance



Preventative Maintenance and System Administration

- System health checks conducted weekly, monthly and shared with client
- Support upgrade implementation process based on technical recommendations



Managed Services Customer Portal

- Trouble ticket management and notification
- Application enhancement management and updates
- Service documentation
- Access to online regression testing suite



Proactive Monitoring and Issue Resolution

- Application and system monitoring
- PULSE testing for inbound call performance



Technical Account Manager (TAM)

- System reporting and analysis review
- Moves, Adds and Changes (MAC) change control and administration
- Expert advisement and system planning/scoping future projects



Application Management and Updates

- Enhancement hours (8 hours per month) included
- Peak-demand staffing and support for projects beyond standard services

Expertise You Can Count On

Waterfield Technologies has been helping customers build, deploy, manage and optimize contact center solutions for more than 20 years. Leading organizations leverage the expertise and services of Waterfield in order to ensure system uptime and delivery of a quality customer experience. Our Managed Services team is dedicated to working closely with our customer to grow and expand contact center technology to help meet key business objectives focused on driving an excellent customer experience. Companies choose Waterfield Technologies based on our unparalleled contact center experience, our passionate focus on the customer experience and our success in delivering impactful solutions that support business objectives and minimize risk.



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