

CONTACT CENTER MANAGED SERVICES



At Servion, we enable businesses to deliver flawless customer experience with our next-gen managed services offering that orchestrates and streamlines technology operations across applications, infrastructure and network domains for contact centers.

Our Managed Services go beyond traditional support and covers outcome-based agreements with defined business outcomes. From reactive break-fix services to proactive and predictive analytics, Servion offers a complete suite of 24x7 managed services, on premise and in the cloud.

Our comprehensive managed services in phases:

Servion Managed Services	
Support Coverage	24*7
Business Hours	24 hours
Public Holidays	Included
Ticket Tool	ServiceNow
Break-Fix/Reactive Services	
Service Desk	Single point of contact (SPOC) for all customer queries, incidents, issues, and resolutions. Reachable via toll-free, email or online portal
Incident Management	Level 1 support. Provide incident detection, recording, classification, investigation, diagnostics, restoration, and closure
Product query	Provide support and explanation on any product query on the contact center platform and services
Problem Management	Level 2 support. Servion will work with Genesys to identify problems on the platform, any known errors, carry out configuration changes to resolve issues or provide a workaround
Incident & RCA Reporting	Servion will work with Genesys to find the root cause and report Root Cause Analysis (RCAs) for incidents/problems. Servion will work with Genesys to periodically (monthly) track, trend and report incidents / problems / MACDs / changes
Change Management	
MACD (Move, Add, Change, Delete) & Change Requests	Provide minor, major, and critical Move, Add, and Change services as well as change request support
Service Level Management - SLA Response	
Severity 1	30 minutes
Severity 2	1 hours
Severity 3	2 hours
Severity 4	12 hours
SLA Reporting	Monthly
Governance	
Wellness & Review Meeting	Periodic (quarterly) meeting to review & discuss the support activities (engagement) happening on the solution under scope and discuss the action items moving ahead.

Why Servion?

Servion, a Genesys Gold Partner, has over 25 years of experience designing, deploying, and managing cloud and on-prem contact center solutions. Our skilled professional and managed services team include a broad range of specialists, including collaboration experts, network architects, application specialists, technical support professionals, business consultants, and more.

Some of the highlights of our managed services portfolio include:

Relentless Use of Automation	Servion uses the shift left approach to prevent issues before they happen and leverage continuous automation. Our automation services cover ticket workflow automation, automation to streamline Moves, Adds, Changes, and Deletes (MACDs), proactive contact center monitoring, and alerts. We utilize a resolution knowledge base that ensures faster resolutions. Servion provides a comprehensive set of automated support solutions, including 24/7 coverage for monitoring networks, servers, applications, databases, middleware, and cloud services. Servion helps improve solution availability and operational costs.
Leverage Proprietary Technology and IP	Servion leverages proprietary technologies and processes that help monitor, manage and continuously improve our customers' contact centers. Unified Admin – our contact center provisioning and management product that equips business users to manage complex administration tasks in minutes, even without technical skills. Command Center – our unified monitoring and cloud infrastructure product tracks and monitors performance, predict incidents before they occur, and helps optimize infrastructure resources with unified monitoring and autonomous ticketing.
Global Coverage and Scale	Servion provides 24x7 support using a combination of global resources and dedicated on-site engineers. We have 4 network operations centers (NOCs) in the US, UK, and India. Our team manages over 100 customers, 32,000 agents, and 200,000 endpoints and ports. All this experience is used to provide comprehensive contact center managed services.

Managed Services - Success Story

A leading UAE luxury retailer was looking to consolidate its contact center support activities with a single reliable service provider. The client has more than 12,000 employees and 750 retail stores operating in 14 countries. Servion's 24x7

managed services team streamlined and optimized critical contact center operations remotely across applications, infrastructure, and networks to ensure a flawless customer experience. This engagement has brought several tangible benefits to the customer including: reliable & stable contact center operations, improved customer experience and reduced operational costs.

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centres and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.



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