



# PowerSuite™ Cloud Managed Services

## 24x7 Multi-Platform World Class Service

The cost of hiring, training, and retaining a full-time staff for collaboration and communications platforms can overwhelm your budget and derail your overall IT personnel allocation strategy. Yet a focused and experienced operations and support team is what it takes to effectively manage today's multi-platform based collaboration ecosystem.

**PowerSuite Cloud Managed Services** delivers the perfect system to manage collaboration and communications platforms at world-class levels, extending break-fix capabilities to high-value proactive capabilities that catch issues early and continually improve the health and security of your collaboration and communications environment.

**PowerSuite Cloud Managed Services** combines software, certified operations engineers, and processes to create the industry's leading managed services for collaboration and communications platforms. **PowerSuite Cloud Managed Services** exists to assist IT in offering business users a productive, frictionless, easy, and secure set of ever-improving experiences for meetings, chats, and calls.

Don't just talk about collaboration and communications success and ROI. Really experience them. Think of **PowerSuite Cloud Managed Services** as your collaboration and communications management assistant – delivering reliable user experiences, eliminating user complaints, and ensuring end-to-end quality and reliability.

## Why Choose PowerSuite Cloud Managed Services

### Software Driven

By leveraging PowerSuite as the backbone of this service our team can easily automate and scale your collaboration or communications platforms.

### Operations Engineer Experts

Our certified and experienced experts deliver rapid resolution and root cause analysis based on PowerSuite diagnostics and troubleshooting.

### Full Service Operations Dirty Work

PowerSuite provides 24x7 patching, configuration management, monitoring, and diagnostics from our global Operations Centers.

### Full Lifecycle Satisfaction

PowerSuite is backed by a solid XLA, dramatically reducing downtime and maintaining expected dial-tone and collaboration service and security levels.

### User Productivity Improvement

Extend the value of your employees, increase organizational efficiency, and facilitate culture change with a smooth transition to your preferred collaboration and communications platforms.

## Office 365 and Friends Operations

PowerSuite Cloud Managed Services features multiple global operations centers, 24x7 operations engineer coverage, and, most of all, the choice of six different platforms for support. Allow us to provide turn-key operations to support Skype for Business, Microsoft Teams, Slack, Zoom, Workplace by Facebook or even the broad and complex surface area of Office 365 (especially targeting Exchange, SharePoint and OneDrive workloads).



## Cloud Managed Service Features & Benefits

- ✓ **Proactive Management:**  
Provides 24x7x365 management of collaboration and communications platforms including patching, configuration management, and more.
- ✓ **Real-time Monitoring & Problem Analysis:**  
Monitors hundreds of sites for specific KPIs in real time allowing IT to visualize the data in seconds.
- ✓ **Transparency:**  
Gives IT 100% transparency and visibility into daily operations and performance with the same PowerSuite dashboards used by our operations engineers.
- ✓ **Alerting & Rapid Response:**  
PowerSuite detects and validates an issue, then sends alerts to the PowerSuite Service Desk. The alert is analyzed and the team takes action before users even know a problem is underway.
- ✓ **Multi-vendor Management & Escalation:**  
Solves issues across software and hardware vendors and handles escalations as needed until the job is done.
- ✓ **User Satisfaction Monitoring:**  
Sends a recurring end user satisfaction survey to gain insights that help anticipate near-term adoption and utilization roadblocks.
- ✓ **“Keep Current” Platform Maintenance:**  
Prevents you from being among the 77% of enterprises that don’t deploy the latest patches and applications.
- ✓ **Comprehensive Coverage:**  
Includes infrastructure and end-user (Tier 2) support, provisioning (on/off-boarding and policy enforcement), and architecture & operations planning.

## We’re Different

- Customers talk directly to a global industry elite expert the first time.
- Not hosted: All platform services reside on your premises, in a telco, or in a platform vendor datacenter.
- Proactive approach builds a trusted relationship between customers and Unify Square.
- 24x7x365 dedicated service delivery vs. on-call “consulting.”
- Includes remote and platform-specific software assisted personnel vs. “body-shop”/on-site outsourcing.
- Includes true 100% collaboration platform focus vs. just networking and hardware focus.

## PowerSuite Managed Services Extras

Unify Square offers a set of optional extensions to create greater ROI for collaboration and communications platforms.

- **White Glove Services\***  
PowerSuite White Glove Services™ is the halfway point between PowerSuite software and a full remote managed service — includes PowerSuite programming and regular operations reviews.
- **SBC/SBA and Server Management**  
Includes the provisioning, maintenance and management of both the standard UC Servers as well as any physical or virtual server in your organization’s infrastructure.
- **Service Transition**  
A standard process to ensure the orderly transition of PowerSuite into production — includes service design details and operational requirements.

\* Included in PowerSuite Premium Edition, but can be added to other PowerSuite packages.

## About Unify Square

Unify Square’s software and services optimize and enhance the world’s largest collaboration and communication deployments, helping businesses manage and secure their meetings, chats & calls. The company’s PowerSuite software creates a unified dashboard to surface actionable insights and help manage collaboration platforms — optimizing and transforming performance health and user effectiveness. Founded by Microsoft product visionaries, Unify Square has become a global elite partner for Microsoft, Slack, Zoom and Workplace by Facebook. Unify Square solutions have delivered value to more than 5 million collaboration seats, in over 300 enterprises across more than 50 countries, and in most major industry verticals.