

BLUE VOICE-OPS

SERVICE REQUESTS MADE SIMPLE

THE CHALLENGE

Changes are a common part of supporting a dynamic communication network. A customer's IT staff can be inundated with daily requests to perform changes. Often, these changes are repetitive tasks that take up the time of talented individuals who could be focusing their efforts on more strategic goals. Utilizing its 7x24x365 NOC staffed by certified Cisco engineers, the BLUE Voice-Ops service frees up your IT's staff by performing time consuming change requests remotely. Our BLUE NOC engineers are industry recognized experts who understand the challenges in a dynamic Cisco telephony environment. The BLUE Voice-Ops service is an efficient and cost effective solution providing our customers with time saving processes and reduced support costs.



THE FEATURES

- △ 24x7 NOC access for scheduling service requests
- △ 15 minute acknowledgement of requests
- △ Fixed monthly costs
- △ Ticketing system and web portal access
- △ 4 hour turnaround of completed change requests

In addition to managed SLAs the BLUE Voice-Ops service includes an online ticketing portal which facilitates the management of service requests. This portal is used by our customer to create, verify, and close change requests. From a simple phone feature to a more complex call routing or gateway change, the BLUE Voice-Ops service ensures that our customers requested changes are being completed quickly and efficiently.

△ Cisco Master Unified Communications Specialization

- △ BlueWater has the most in-depth technology skills and customer success for the most sophisticated, value-added Cisco Unified Communications Solutions.



△ Cisco Powered

- △ Provides you with all the benefits of a converged IP communications network without having to own, manage, or maintain a Cisco Unified Communications System.



Managed Unified Communications



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