



NextiraOne offers Cisco certified Managed Services

Guaranteed service availability

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Evolutions in Communications

1998

- Prepare Y2K
- Cisco Announces Iptel strategy

Increasing integration
Increasing complexity

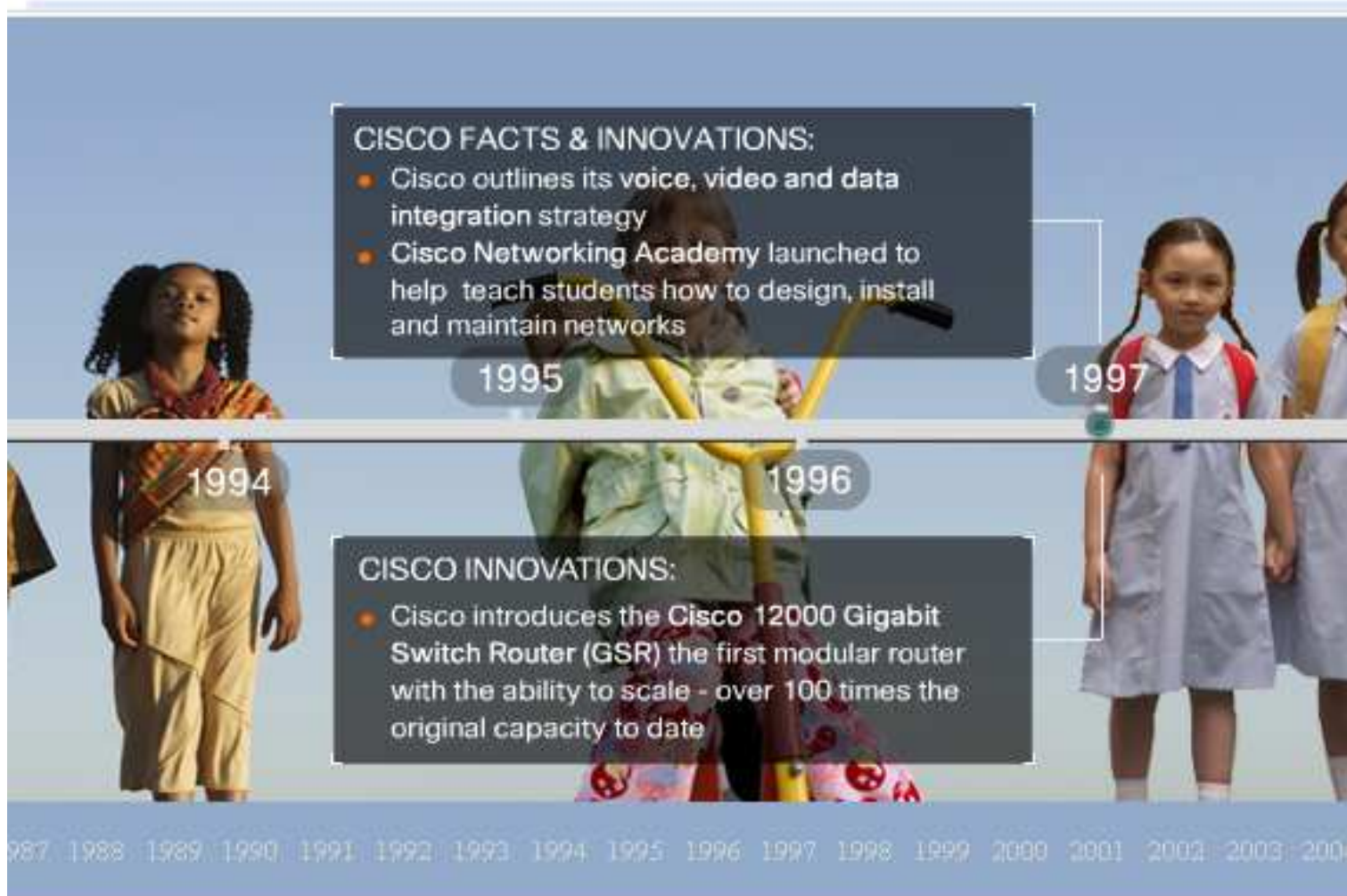
2008

- Integrated Communications
- Anywhere, Anyhow
- Always available

Evolutions in Communications



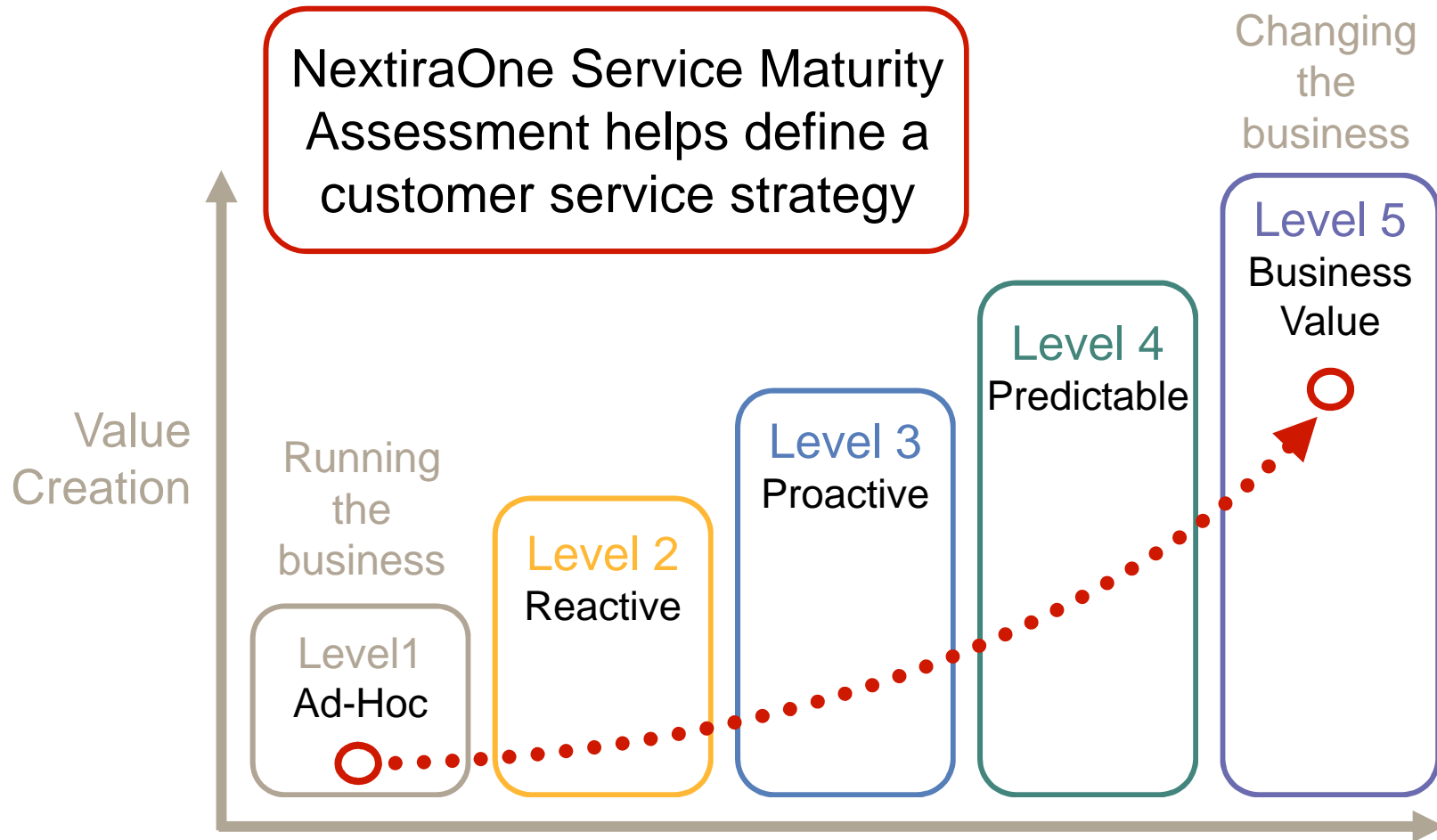
Evolutions in Communications



Evolutions in Communications



Evolutions in services



Triggers for additional services



Our business is facing challenges

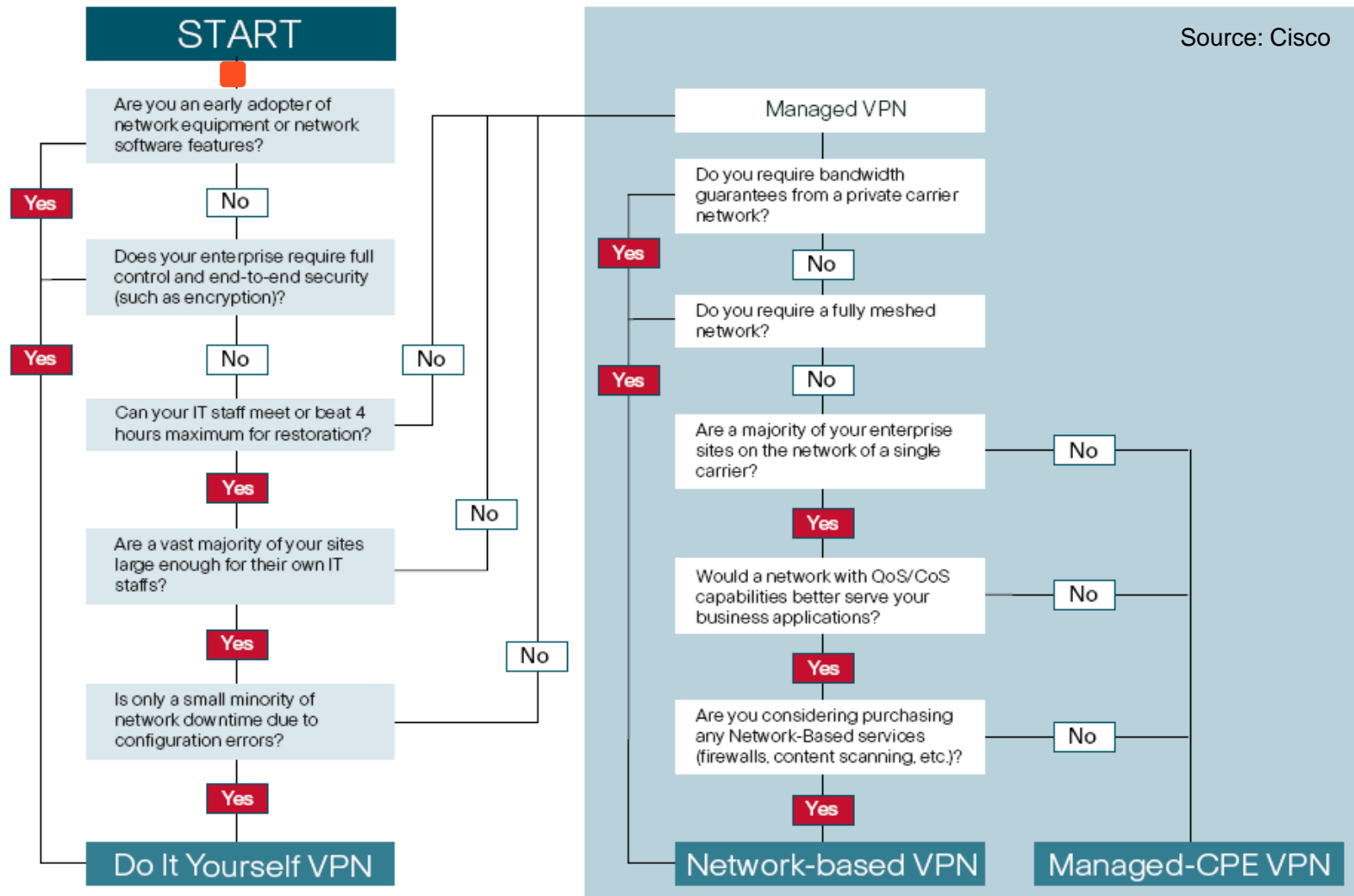
Our business is in transition

Our business wants to increase
Profitability

What Are Managed Services?

When a company subscribes to a managed service, a service provider manages the network equipment and applications on the customer premises according to the terms of a service-level agreement (SLA) established to meet the company's unique business needs. Some managed services are also hosted, meaning that the service provider hosts the equipment in its facility instead of the customer's, and delivers services to company employees over the WAN.

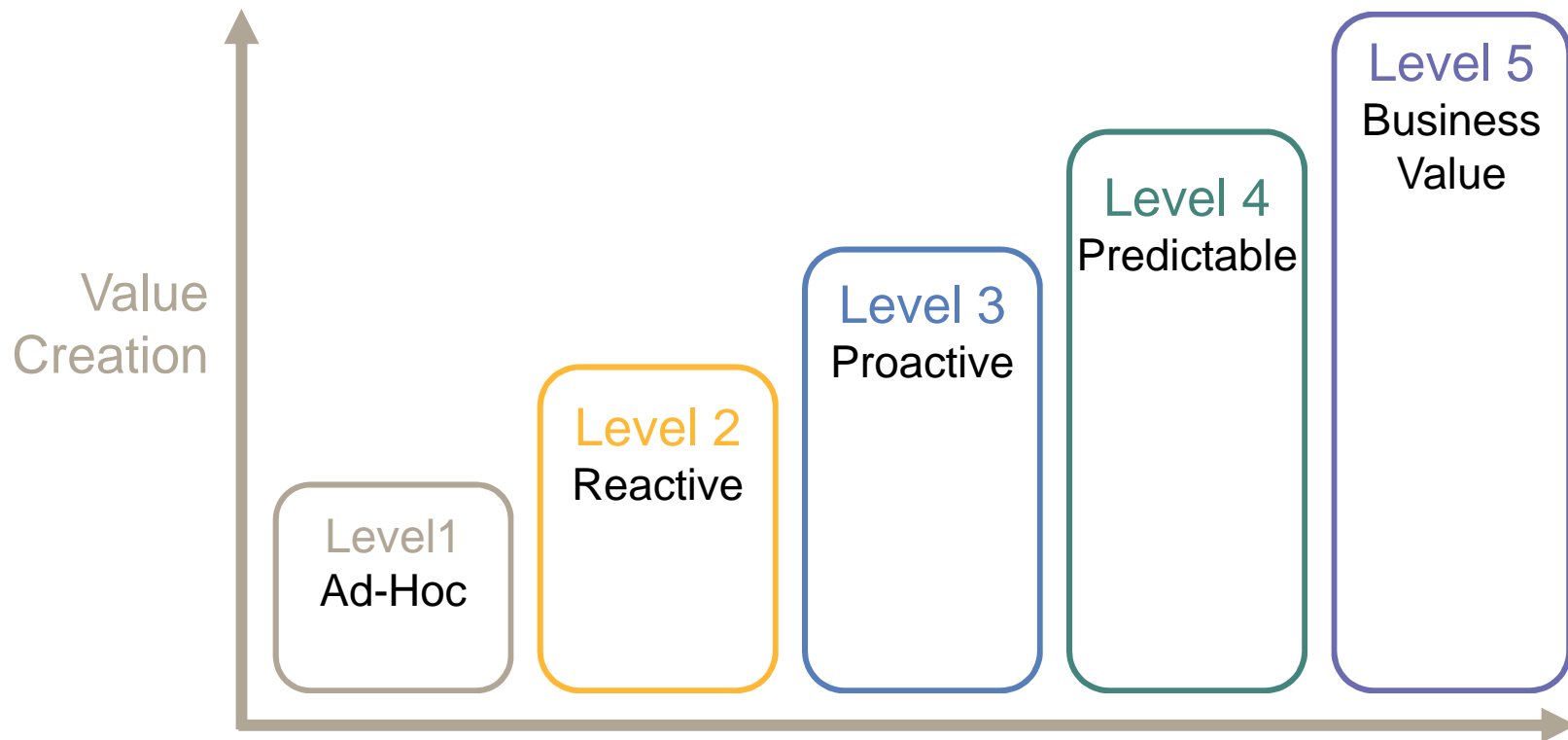
Decision making process



The other side of Cisco

- Cisco Services
 - Lined up with Service Maturity
 - Transparent over the globe
 - Clear defined Service Level Agreements
 - Think global – Act local
- Incorporated in NextiraOne Service Solutions

Evolutions in services



Customer Satisfaction

— Cisco awarded Customer Satisfaction Excellence



- > 30 customer surveys each year
- Pre-sales and Post-sales evaluation
- Cisco started surveying in 2006
- Score above 4,5 on 5

Cisco Powered Managed Services

“..a partnering program for providers of technology as a service. The program helps members develop, build, market, and sell Cisco technology-based services and designates them **as recommended by Cisco...**”



“ ...Cisco recognizes and rewards NextiraOne for our professional and high quality Service Approach. This program is in line with our overall strategy and our focus on Managed Services. We are convinced that our **customers will benefit from the strengths of this partnership.** “

Ingrid De Latte, Managing Director, NextiraOne BENELUX

External audit

People

Processes

Tools

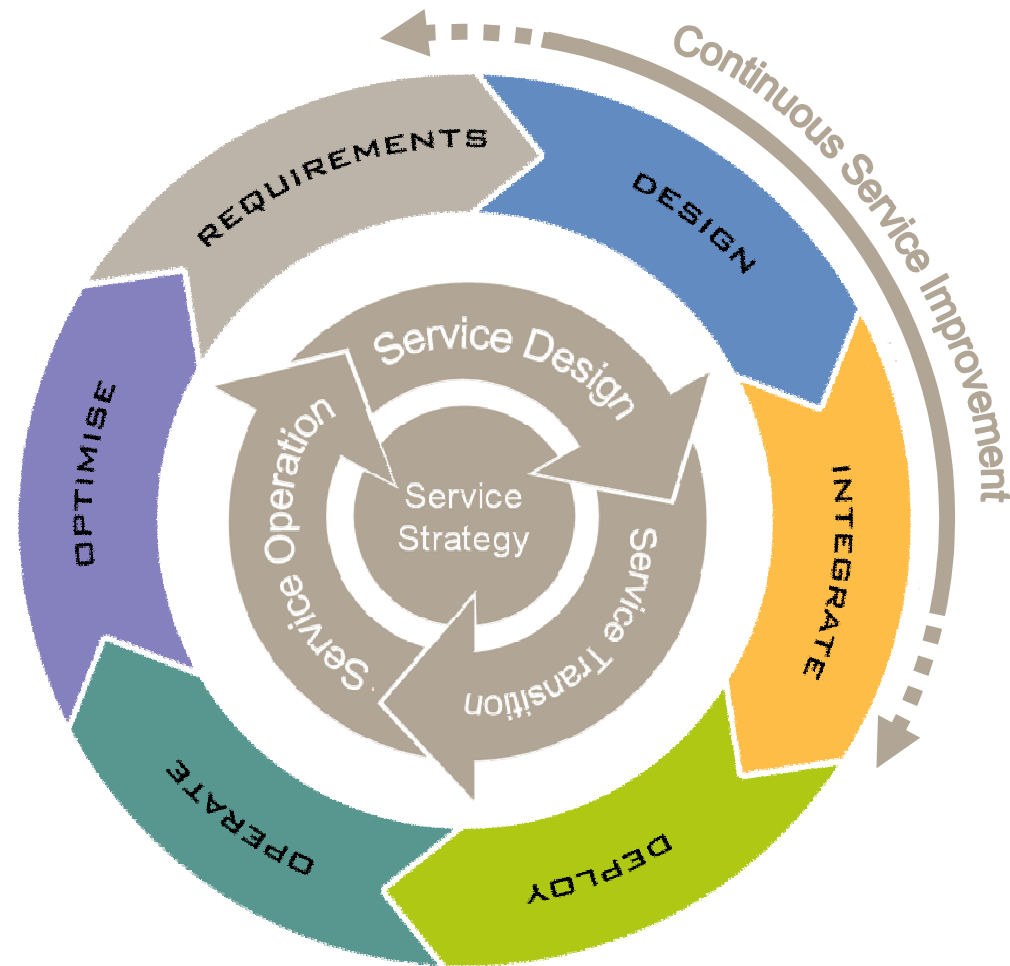
Partners



Certification follows successful 3rd party audit of partner NOC and processes against major industry frameworks

- **ITIL** (Information Technology Infrastructure Library)
- **eTOM** (enhanced Telecom Operations Map)
- **FCAPS** (Fault, Configuration, Accounting, Performance and Security)

NextiraOne Services Lifecycle fits ITIL V3



NextiraOne Services Lifecycle fits ITIL V3



NextiraOne
Managed Services

Accounting

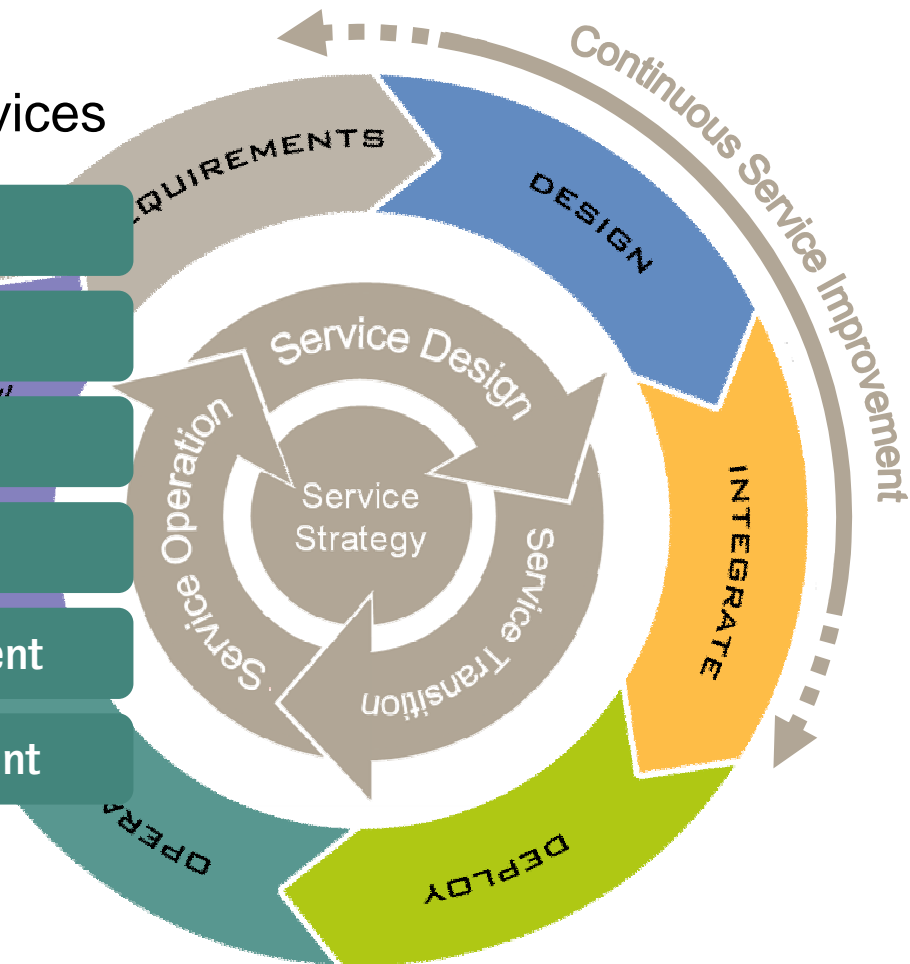
Backup

Fault Monitoring

Manage

Performance Management

Service Level Management



NextiraOne Cisco MSCP Services



NextiraOne Managed Services

Managed Security

Managed Firewall



- Managed Security
- Wide range of products enabled with Cisco security including Catalyst 6500 and 7600)

Managed Unified Communications

Managed Business Communications



- Managed Business Communication
- Wide range of UC solutions products including infrastructure, IPT solutions, security

One step beyond...



NextiraOne Hosted Services

Hosted Telephony

Based on Cisco UC

Hosted Contact Centre

Based on Cisco IPCC

- Price per User or Agent
- Applications in a controlled environment
- Fully Serviced

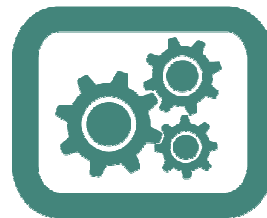
Service provider selection criteria

Evaluate yourself...

...or go for proven
Managed Services
Capabilities

1	Does the service provider track and monitor the network end to end?
2	Can the provider secure its own network traffic and manage priority traffic across other networks?
3	What are minimum thresholds for network latency, packet loss, and jitter on the IP services?
4	How is network performance measured?
5	Are there procedures for trouble escalation, load rebalancing, network security assessments, and regular data backups?
6	Can the provider's data center support your requirements for physical and network security, capacity, availability, operations, and backbone connectivity?
7	Does the service provider have a plan to adjust its service as your business needs change with time? How quickly can the service provider respond to changing needs?
8	What are the terms if the network goes down or the level of agreed-upon service is not maintained?
9	What measures does the service provider take to ensure continuous availability and high performance?
10	Will the service provider provide you with real-time monitoring as well as regular, thorough reports on network performance?

Cisco Powered Managed Services



NextiraOne Managed Services

Questions:

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