

Enhanced support





In addition to Sabio's award winning **Break Fix Support**

Including incident and problem management, manufacturer Tier 4 Support, hardware replacement and field based engineers.



Here at Sabio, the UK's leading independent Contact Centre technology specialist, we understand that choosing the right Support provider is fundamental to you and your organisation.



Faster support, smart engagement and intelligent proactive tools; are you getting this from your current support provider as part of a standard integrated service model?



Sabio offers a comprehensive suite of intelligent and proactive services in addition to our existing Support framework, which as a new Sabio Support customer you'll receive as standard.



100%
SLA achieved
for all P1 and P2
incidents

Our Support team is on hand 24x7x365 to provide a rapid response when you need it most. We have an unrivalled track record of delivering emergency technical response to critical system availability incidents with a 100% response within 30 seconds.



MaaS: Monitoring-as-a-Service

Our very own in house developed Monitoring as a Service (MaaS) solution is firmly at the centre of our Integrated Support offering. MaaS is a unique product within the market; the solution is designed from the ground up by Sabio experts who fully understand the contact centre technologies and integrations which together drive your customer service environment. The combination of 24x7 advanced monitoring, valued modules such as capacity & availability management and Sabio's own in house expertise help to predict, prevent and if required, react quickly to important events. The outcome is reduced downtime and a greater ability to manage system resources in line with the business requirements. While the Sabio team and our MaaS solution are managing millions of events to help prevent outages, the customer is provided a holistic view of the health and performance of the estate through graphical dashboards which are available through a web portal interface.



Sabio Service Tokens

Sabio's enhanced support suite provides a unique token system that allows customers to use credits against the Sabio Service Catalogue. Service Tokens can be used against configuration changes, admin assistance and DR testing support. Sabio's Service Tokens also allow you access to Sabio experts for non-standard support enquiries, negating the need for ad-hoc quotes and purchase orders, typically found within other service agreements.

Service Tokens allow Sabio to provide a wider level of support to you and your business, assisting where you don't have the internal capabilities for the more complex technologies.



Customer Satisfaction

Meeting our commitment to your SLA's is important to us here at Sabio, we are focused on delivering against the small print. We of course know it's not all about the stats and that's why our Support experts are so focused on making a difference. To achieve this, customers are offered the opportunity to provide immediate feedback at the close of each and every support ticket. This is an optional survey intended to capture immediate feedback following a Sabio Support engagement. For the previous 12 months we have achieved an average CSAT score of 4.5 out of 5.



Intervention

Sabio has a fully proactive Intervention Team focused on preventative services to reduce failure. Intervention Services from Sabio Support are tailored to each customer's individual needs and provide a cost effective answer to reducing risks and downtime.

The Sabio Intervention Team will work closely with you and your technology to help you adopt the best working practices. It's about the relationship we build with our customers - the intention is to become an extension of your own team to maximise the potential of the investment you have made in the technology.

Unrivalled CSAT
Sabio manages on average 500-600 incidents per month, with a 100% response rate within 30 seconds for major and critical incidents



Capacity Management

We know that requirements change and that in order to meet the changing demands on your business your contact centre environment will need to adapt and possibly expand. With growth and the development of new services, strain on the original design can impact system performance and availability. Additionally, with consolidation and rationalisation over time, maintaining unwanted resources can be extremely costly.

To address this, Sabio introduces Capacity Management as part of the integrated Support offering. Through proactive monitoring and regular reporting, our Support Team can identify issues quickly and efficiently allowing for the early communication of capacity constraints. Conversely, we can help 'true down' any unrequired resources at the next contract anniversary to help reduce the total cost of ownership.

In addition, capacity events that breach predefined thresholds will be proactively alerted through the Sabio monitoring services so that early intervention can prevent a service outage.



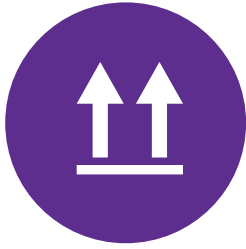
Security Advisories

Today, unfortunately, security vulnerabilities are a genuine threat to your business operations and governance. To provide assistance and reassurance, Sabio have introduced the Security Advisory Service to help mitigate your security risks.

Sabio will monitor AVAYA published security vulnerabilities and consolidate the relevant information for your contact centre environment. This service is provided in three stages:

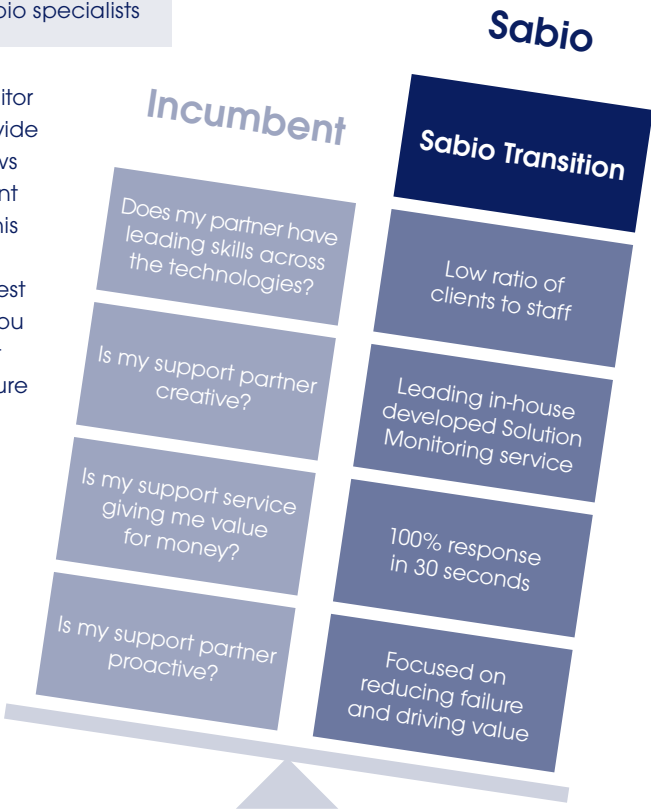
- Stage 1:** Advisory services- awareness of when a security advisory has relevance to you
- Stage 2:** Help you plan for the deployment of a security patch
- Stage 3:** Execution and deployment of the security patch by Sabio specialists

Sabio will continue to monitor security updates and provide monthly or quarterly reviews of product patches relevant to your technical estate. This commitment from Sabio Support, to provide the latest security updates, means you can have confidence that your contact centre is secure and up to date.



Sabio Service Transition

We recognise that there are several concerns and risks that organisations face when considering a service transition. Sabio has created a specific approach that mitigates the risk of changing to a new support provider. Sabio's Service Transition can tip the balance when choosing whether to change provider. We strongly believe we can unlock the real value of your contact centre environment and deliver exceptional proactive support services to challenge your current expectations. Our Sabio transition managers engage early in the process, helping to ensure your team retains full governance during the migration process.



Training

As part of our enhanced Support offering we want to provide your business with the ability to fully understand how all of the technologies work and integrate together. Simply put, we want to work with you to develop your own technical skills.

Sabio's Technical Training Academy will provide two of your employees with expert support and maintenance training to become a 'Sabio Certified Support Engineer'









5% off
your next
anniversary
support
renewal

Day 1:

- 10:30 Introductions
- 10:40 Technical wizardry happens
- 13:00 Lunch
- 14:00 Going deeper into the technical
- 17:00 Training closes for the day
- 19:00 Drinks and dinner

Day 2:

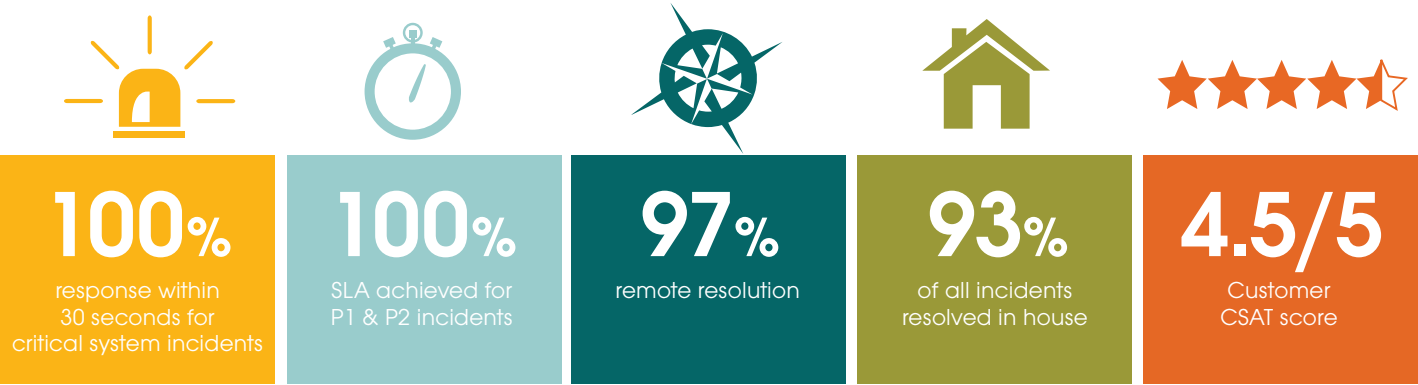
- 09:00 Refreshments
- 09:10 Training starts
- 11:00 Refresher period
- 11:30 Exam
- 12:15 Exam ends
- 12:30 Presentations and end

All expenses are covered except for your own travel to and from Glasgow and accommodation (if required).

For each customer who successfully obtains two exam passes, they will see a reduction in the annual support costs at the next anniversary of the contract. This is provided in recognition of your 'Sabio Certified Engineer' status.

Recovery Support

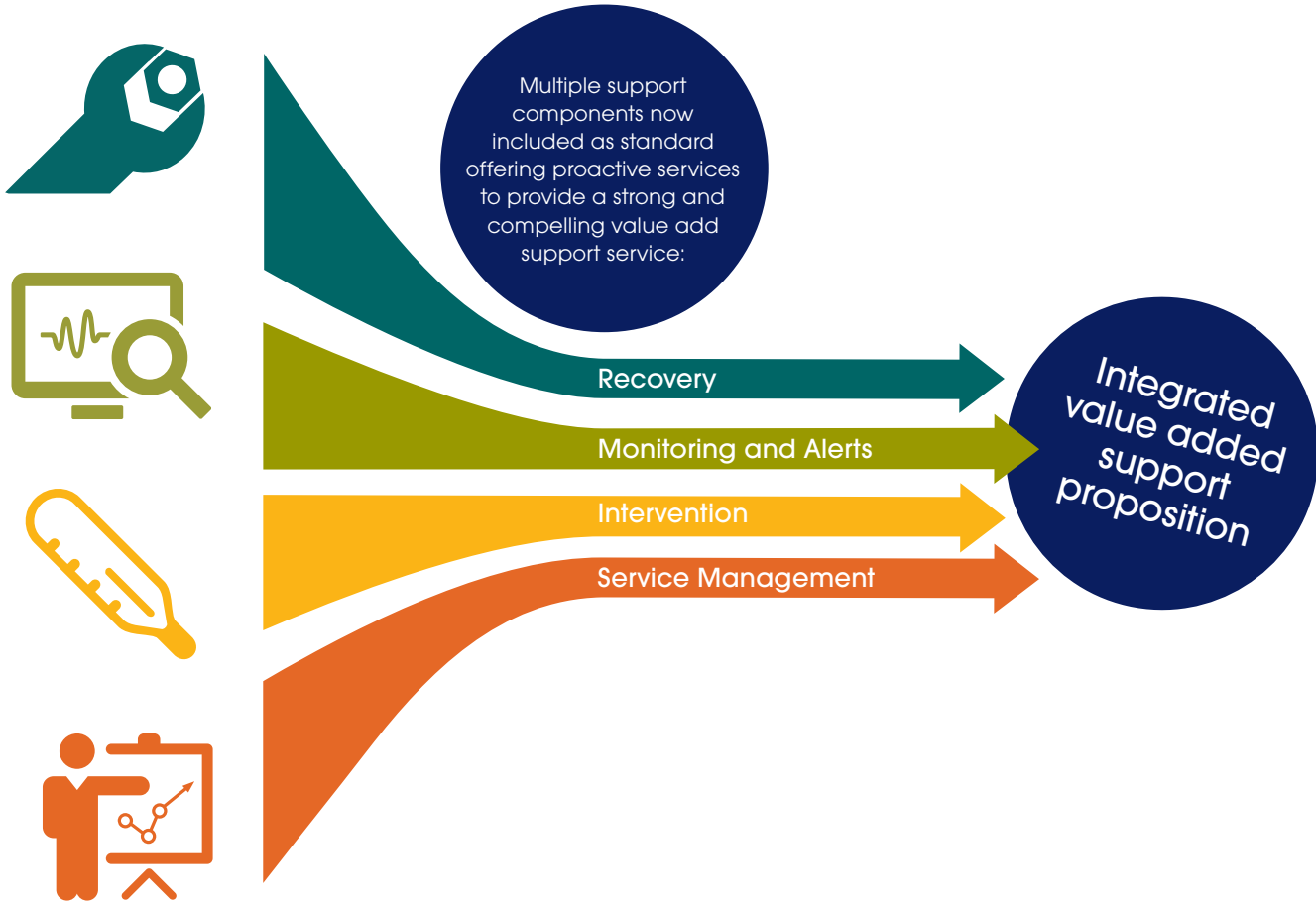
Sabio's Recovery Support offers a comprehensive solution that gives you confidence in the support your business requires. Sabio Support has a proven track record with results that speak for themselves:



Sabio Support works on a system of prioritising incidents and finding an accurate solution or resolution as quickly as possible. Recovery Support works in three core stages:

- 1: 24x7x365 Support for critical and major outages
- 2: Rapid technical support at first contact
- 3: Service restoration or resolution with a target SLA

Hardware support is included as part of the break fix support, making sure significant failures can be resolved with speed. Sabio can also provide a specifically tailored crash kit that is aligned to your business' exact requirements to solve urgent and critical hardware issues.



"Sabio understands the complexities of our service environment, and were able to come up with an intelligent support offering that could provide us with cost efficiencies without any detriment to service provision."

Barry Ibbetson, Head of Contact Centres at Leeds City Council



Leeds City Council is the UK's second largest Council, and its best practice contact centre receives over 135,000 calls each month covering a broad range of areas from highly sensitive social services and child protection issues through to more routine interactions concerning recycling/wastebin collections and pest control. The Council engaged Sabio to ensure the continued effective operation of its core Avaya and Verint contact centre technology, with ongoing Sabio service efficiencies and innovation enabling the contract to be delivered at a saving compared to its previous support agreement. Leeds City Council required a support partner that offered the highest levels of technology accreditation, so the fact that Sabio has held Avaya Connect Platinum Partner status for ten years in a row, and is a leading Verint Premier Partner, proved critical to the decision.



Eurostar is the only high speed train that directly links the UK to France and Belgium via the Channel Tunnel, and has carried over 130 million passengers. In order to make the transformation from a joint to a standalone business model, Eurostar had an urgent need to replace its legacy call centre technology with a best practice contact centre environment based on a future-proof technology infrastructure. It selected Sabio to deploy and support a powerful, SIP enabled Avaya Aura infrastructure to provide the company with a resilient and flexible platform. In selecting a long-term partner for its customer service infrastructure, Eurostar knew that effective support would be essential to the project's overall success. Sabio's ability to remotely resolve over 97 percent of customer enquiries across 37 countries proved a critical factor for Eurostar, particularly given its multi-site operations.

"Sabio has proved itself with its ability to handle Tier 1, Tier 2 and Tier 3 level enquiries quickly, and the company's proficiency gives our customer experience teams the reassurance they need as they rely on our contact centre infrastructure"

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