

Ready for the digital future
with managed IT services



Change Driver

This leading European container terminal operator was dissatisfied with the support, service quality, overall performance, and general lack of consultative approach with regards to new innovations and digital strategies from their existing service partner.

They wanted to increase the overall productivity of their container handling through the use of digitalised workflows.

They therefore went to tender for a new service partner who could provide a proactive and demand-oriented service, including support and consulting services for their existing Cisco Unified Communications and network infrastructure.



DAMOVO



Damovo Approach

Based on the customer's existing IT competencies, tailor-made service contract concepts were implemented:

A managed service contract for UC, a customer-specific service for the network infrastructure and a framework supply contract for Cisco UC and network equipment.

The Asset Collector (Damovo own development) was used to quickly determine the lifecycle status of the current inventory.

Instead of fixed SLA's (bronze, silver, gold and platinum) the service is provided according to the respective criticality.

Annual technology workshops with Damovo accompany the further development of the digital transformation. E.g. the realization of a fully automated container logistics based on the 5G standard.



Customer Value

DAMOVO

How the **IT manager** benefits

IT department can now focus on core value generating activities

Relieved pressure on the IT department by integrating the UC solution into a Managed Service and establishing customized network services.

Simplification of service processes by linking ticket systems and optimisation of network availability by proactive monitoring.

How the **company** benefits

Accelerated decision-making processes through competent and comprehensive advice.

Cost savings through optimisation of all service processes.