

avoira



Our  
Services



[info@avoira.com](mailto:info@avoira.com) | 0333 001 5151 | [avoira.com](http://avoira.com)

# Fluent in technology

Over nearly five decades we've become fluent in a range of complementary technologies that empower our clients to enhance their communication, productivity and service delivery.

We couple our technological articulacy with an impartial, expert consultancy service, ensuring that our client needs are always at the heart of every solution we deliver.

We're unique in designing, delivering, supporting and managing highly sophisticated and effective solutions that harness our varied specialisms and cutting-edge technologies.

These include everything from two-way radio systems, through to cutting-edge unified communications platforms, tariff-free internet-enabled telephony and potent AI-powered Customer Experience (CX) software.



## Contents

Working for you. Working with you.....	6
Value Added Services.....	7
<b>Professional Services.....</b>	<b>8</b>
Consultation and Design.....	10
Project Management.....	11
Engineering, Installation & Deployment.....	12
Service Delivery.....	13
Maintenance and Support.....	15
Repairs & Advanced Replacement.....	16
Training & Education.....	17
<b>Managed Services.....</b>	<b>19</b>
Maintenance & Support.....	20
Full Managed Cloud & IT Support.....	21
Bolt-On Services.....	22
IT Network Operations Centre.....	23
Hardware Management.....	24
Radio Managed Service.....	25
<b>Assessment Services.....</b>	<b>26</b>
Voice Assessment.....	28
Cyber Assessment.....	29
Network and Security Assessment.....	30
Coverage Assessment.....	31
<b>Support Services.....</b>	<b>32</b>
What Happens when you Log a Support Request?.....	33
Flexible support.....	34



# Working for you. Working with you.

As well as working for, we work with our clients. We build strong, trust-driven partnerships that ensure we truly understand and can effectively satisfy your organisation's needs. Every time, on time.

It also means we're always there for you, whether providing highly responsive technical support or fully managing your services.

By building long-term relationships we deliver increasing value and returns to our clients.



# Value added Services

Avoira offer a wide range of products and solutions to solve many of our customer challenges. Our Services are what set us apart. This is why our customers come to Avoira.

From the very first moment we engage with a customer we aim to provide the very best service with the intention that the same customer will return to us to help them with their next project. From pre-sales consultation and assessment, through installation and project management, all the way to ongoing training and support.

We are there every step of the way. Read through this brochure to find out more about how we can help you.

Please be aware that we offer a wide range of services and only some will apply to your solution. We recommend contacting your account manager to discuss your options.





# Professional Services

For when you have requirements that require the personal touch.

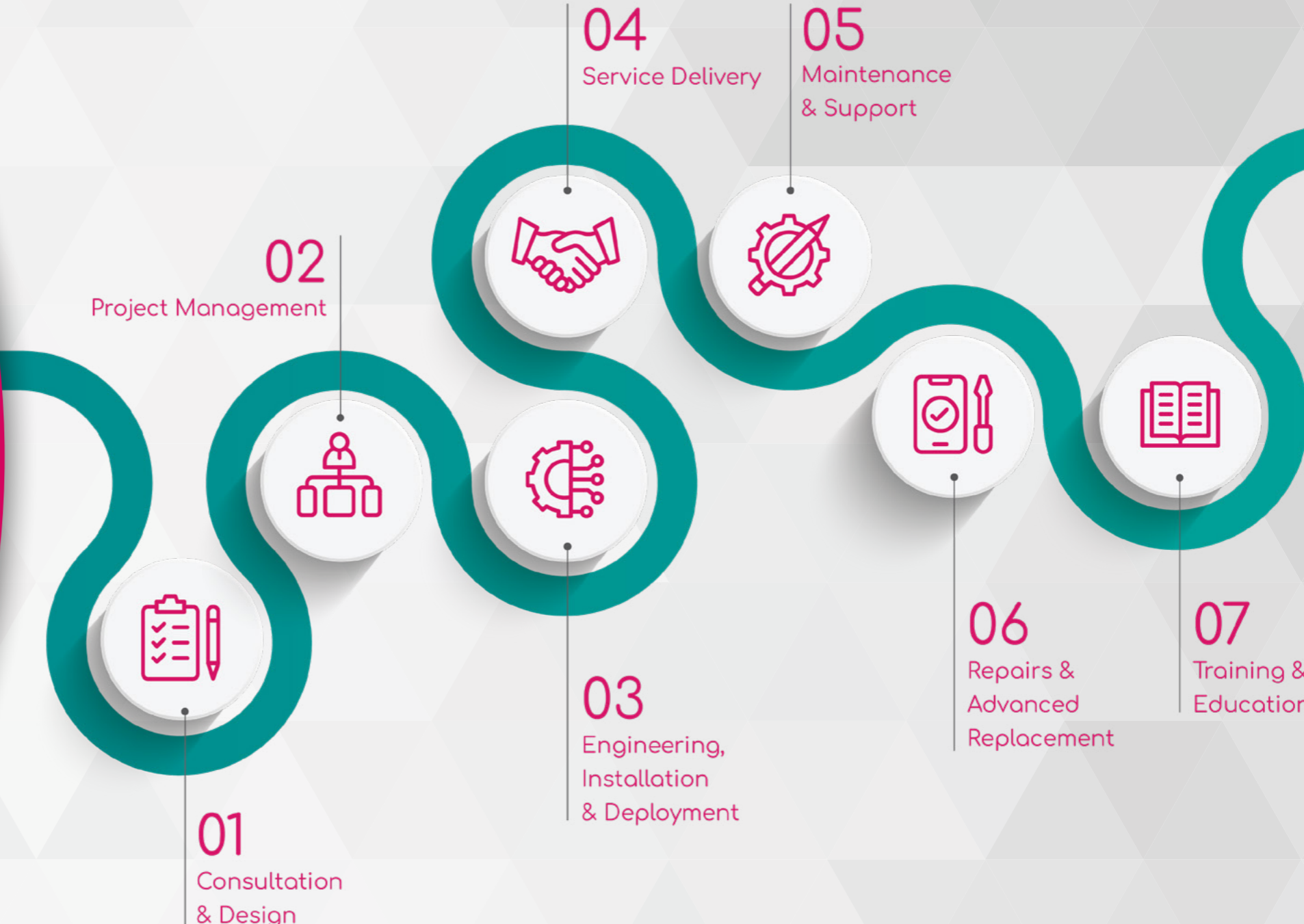
Customers are looking for more than just an organisation they can buy from

Our customers want a true partner that is going to bring real value, a company that will understand their objectives and most of all provides true measurable outcomes of implementing technology.

With over 40 years' experience, we are proud of our enviable and unrivalled reputation for our expertise. Our accredited consultants, project managers and engineers have a wealth of experience.

Our professional services encompass all elements of the project from designing, to delivering and deploying the solution.

Our team pride themselves on providing best in class service and will always meet our customers' expectations and requirements.



## 01 | Consultation and Design

Avoira adopt a consultative approach to all our projects from the outset. We collaborate with you to understand your business challenges and requirements, to align the correct products and services to help you overcome these business challenges.

Following a first Discovery Workshop, our experienced team of Technical Consultants and Solution Architects will produce a high-level solution design (HLD), which could include a number of options for consideration.

Based on the high-level design (HLD), bespoke product demonstrations would be conducted showing casing the solution to show how we can help you in overcoming your business challenges and requirements. If required, a Proof-of-Concept deployment (POC) could be discussed and supplied, to measure tangible outputs that would fall into the final Design phase.



## 02 | Project Management

At Avoira we understand and recognise the importance of Project Management and the key role that it plays in the delivery of successful Projects.

Upon acceptance of the proposal, our Avoira Project Management Office (PMO) will manage all elements of the project deliverables, following industry standard methodologies and practices.

A nominated Project Manager will be assigned, and their role will be to function as the focal point for all stakeholders involved with the Project. The dedicated Project Manager will be supported by a dedicated team of specialists needed for the project, who will all follow the industry standard practices such as the Prince2 Methodology.

This approach gives our clients a single point of contact, who will manage all ownership, responsibilities and Escalations.

When delivering Projects, a key consideration at Avoira is to ensure a logical structure and sequence of events (SoE) is agreed and followed, with controls and checks in place. Our standard approach would typically include the following steps:

- Project Discovery phase
- Project Staging
- Project Implementation
- Proof of Concept (POC) – if appropriate
- System Testing
- Solution User Acceptance Testing
- Project Bring into Service
- Project sign off and closure

The levels of client requirement and involvement will vary depending on the complexity of the Project and these will be discussed and determined at Project Take-On and Project initialization meetings.

Client involvement and requirements should never be underestimated when running Projects, and our approach and desire from Project Take-On is to build and develop our client relationship, so that we become a trusted advisor and confidante, and not just another service provider.





## 03 | Engineering, Installation & Deployment

Avoira's nationwide team of Engineers are accredited to the highest levels by all manufacturers. Our best-in-class engineering team pride themselves in being multi skilled in all aspects of implementation and deployment of systems and solutions.

Where relevant the engineers hold Government level Security Clearance, CSCS cards, IPAF licenses and are Safe contractor accredited to name just a few.

Working closely with the Project Management Team and Lead Project Solution Architect, the dedicated team of Project Engineers will be assigned to deploy your solution.

Following a comprehensive internal project handover/initiation meeting, the team will work closely with there peers to remain fully engaged with your key stakeholders throughout the implementation in order to ensure a smooth deployment and service transition, to agreed timescales, and will remain engaged for an agreed period following go-live until the service is handed over to our BAU support team.



## 04 | Service Delivery

Avoira offer a full-Service Delivery Management service which encompasses the entire sales journey from the initial order placement to the final product delivery and after-sales support. We know that excellent Service Delivery support plays a crucial role in shaping the overall customer experience and satisfaction. Effective Service Delivery brings many significant benefits and advantages:

### Efficiency and Timeliness

Many of our customers often have high-volume demands, complex requirements, and strict timelines. Our well-structured service delivery process ensures efficiency in handling large-scale operations and enables timely delivery of services. This helps customers meet their own deadlines, achieve operational targets, and maintain smooth business processes.



### Customization and Scalability

Avoira can provide tailored solutions to match our customers unique needs. Our robust service delivery management allows for customization, where services can be modified or adapted to align with specific customer requirements. This ensures that Avoira customers receive personalised attention and can easily scale their services as their business grows.

### Dedicated Account Management

Avoira customers often benefit from having a dedicated account manager or team responsible for overseeing their service delivery. This provides a single point of contact for addressing queries, resolving issues, and coordinating all aspects of the service relationship. Dedicated account management ensures better communication, accountability, and a stronger partnership between Avoira and the customer.





## Value-added Services

Avoira customers often require additional support beyond the core services they receive. Avoira can always enhance our offerings by providing value-added services such as training, consulting, or proactive problem-solving. These value-added services help our customers optimize their operations, improve efficiency, and achieve business objectives.

## Long-term Cost Savings

Establishing a strong service delivery framework for our customers can lead to long-term cost savings. By minimizing errors, reducing downtime, and optimizing resource allocation, our Service Delivery management can maximize your return on investment. In addition, efficient service delivery reduces the need for customer intervention, freeing up time and resources for other critical activities.

In summary, Avoira's Service Delivery Management process benefits our customers by providing efficient, customizable, and scalable services. It ensures timely delivery, personalized attention, streamlined processes, and added value, ultimately leading to improved customer satisfaction, enhanced productivity, and long-term cost savings.



## 05 | Maintenance and Support

We recognise that businesses and the communication technologies they rely on create differing support needs.

One size does not fit all. That's why we offer you a wide choice of maintenance and support packages.

Visit page 30 to read more about our support services.





## 06 | Repairs & Advanced Replacement

Avoira's workshop offers physical repairs to a variety of products at electronic component / PCB level. Our team of experienced, certified, Workshop Technicians repair devices and equipment with official manufacturer's spare parts and fully evaluate the equipment to manufacturers standards before they are released back into operation.

We carry a large inventory of Critical spares and offer a replacement swap out service across much of our product range, enabling equipment to be back into service in a prompt fashion in case of a fault or failure.

## 07 | Training & Education

Training is key to the successful deployment of any solution!

A large part of any deployment of innovative technologies supplied by Avoira, focuses on training and knowledge sharing to empower our end users with the best working practices and a full understanding of the technology they have invested in.

Avoira provides tailored end user training and education sessions in a variety of environments and mediums. This accommodates a variety of learning styles and provides a convenient and effortless way of learning.



Avoira will work with your organisation to understand and create a training plan that consists of a combination of the below options for end users, Power users ('train the trainer') or both:

- Classroom based (On or Off Site)
- Full onboarding sessions to ensure the successful user adoption of your new solution.
- Live online seminar
- Video material
- Bespoke Training Material such as simple sheets, FAQ's and handouts.
- Floor Walking or Drop-in sessions.
- Desk drops and hard copy guides.
- Power user support
- Train the Trainer





# Managed Services

Flexible contracts giving you the choice of support options

Avoira gives you flexible purchase and managed service options, so all you have to do is decide which option suits you best.

With Over 40 years' experience, we are proud of our enviable and unrivalled reputation for expertise. Our accredited engineers have a wealth of experience, so you get the relevant support and expertise across our entire portfolio.

## Key Benefits

- Bespoke design around customers' requirements
- Flexible payment terms
- Discounted Multi-year contracts
- Enables technology refresh at end of contract term
- Flex up capabilities
- Fully included professional services
- Fully Maintained and supported with OEM escalation
- System monitoring and real time alerts
- Device Management and Monitoring

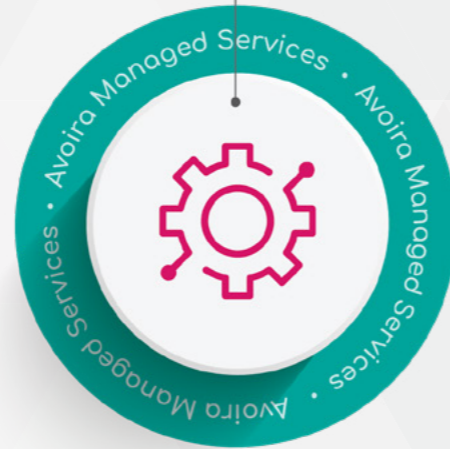
Maintenance & Support



Fully Managed Cloud & IT Support



Bolt-On Services



IT Network Operations Centre



IT Hardware Management



Radio Managed Service







## Maintenance & Support

Our dedicated maintenance and support team are on hand up to 24 hours a day, ready to assist you with any maintenance or support queries that may arise.

See page 30 to learn more.



## Fully Managed Cloud & IT Support

The Avoira managed Cloud and IT service gives you total information technology support and management for a fixed monthly cost. We can become your fully managed IT department and cloud services provider and work with you to ensure the return from your technology investment is maximised. This delivers:

- Fixed and transparent costs
- Increased productivity
- Proactive management and maintenance of IT assets

We will allow you to focus on running your business, not your technology. We will look after that for you, all for a single, fixed price.



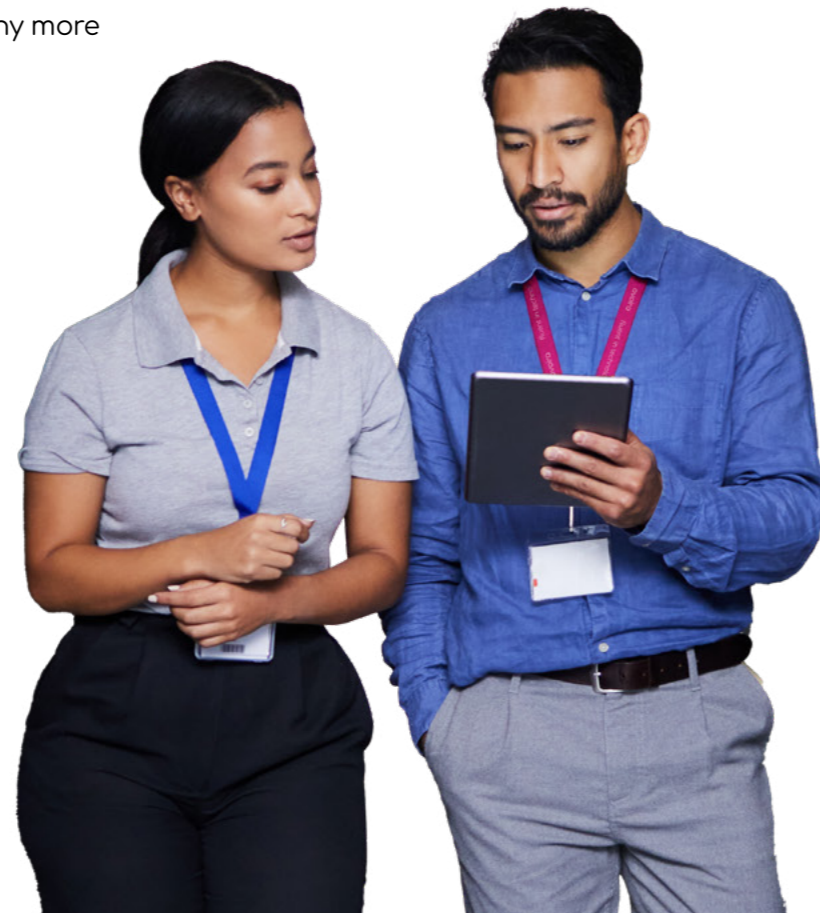




## Bolt-On Services

Providing IT Managers & internal IT teams with an extension to their department to increase capacity, skillset and success:

- Extension to your IT Team
- IT Project Support
- Engineer Holiday/Sick Cover
- IT Health Checks & Audits
- IT Helpdesk Overflow
- Cyber Security Assessments
- And many more



## IT Network Operations Centre

### Real Time Critical Monitoring

Avoira work with our customers to provide the monitoring and visibility needed for fast response times to critical issues and enables us to quickly pinpoint the root cause of problems.

Avoira offer a flexible support package regarding your NOC operations enabling your vital platforms to be proactively monitored to help prevent extended downtime, reduce loss of productivity and efficiency and ultimately reduce any loss of revenue.

Our NOC Service comes with a team of experienced UK personnel, vendor certified, DBS checked and Government Security Cleared.

### Key Benefits

- Security cleared network operations centre
- Wall board monitoring
- Instant alerts and notifications
- Availability & capacity management
- Vulnerability & patch management
- Remote management of client network
- Up to 24/7 proactive monitoring





## Hardware Management

### Fluent Management of your Device Estate

At Avaira we know that, as the communications world becomes more advanced, effective hardware management is key to the success of any IT Manager or system owner. Our offering gives IT Managers, easy-to-use tools to configure settings and update device software and firmware for end-users across their business and many more features.

#### Key Features

- Automated data entry through the Avaira ERP integration
- Dynamic template engine
- Device and carrier agnostic support
- Advanced geo location tracking
- Firmware scheduling
- Voice quality monitoring analytics
- Unlimited number of devices
- Manage seamless rollouts and easy adoption
- Streamline settings and updates
- Regulations & compliance
- Reporting tools that provide new insights into your communications environment



## Radio Managed Service

### Flexible Radio Managed Service

Impressively flexible Avaira offers purchase, managed service and both short and long-term two-way radio hire – all you do is decide which option suits you best.

Our consultants and design team will assist you with the selection of your new radio communications solution and we will wrap this up into a fixed term managed service.

Managed services are a great way of having a new system, with an 'all inclusive' service wrap included for the term of the contract.

#### Key Benefits

- Design a bespoke solution that suits your needs
- Systems or simple devices only
- All brand-new equipment supplied
- Fully installed and commissioned
- Fully included maintenance and service wrap
- Fixed term contracts
- Flex up terms to add additional devices or services to the offering
- Enables you to have a full technology refresh at the end of the term
- Substantially more cost effective than long term hire agreements



# Assessment Services

An assessment allows us to understand your situation. We can then recommend the best solution for you.

From vision to strategy through a robust business process

As part of our Assessment services, Avoira's expert consultants work through a defined business analysis process with you to arrive at specific outcomes, recommendations and actions.

Our consultants engage with key stakeholders, assess the current situation, provide comprehensive reports and design a strategic recommended remediation plan including investment models and ROIs. Providing a 360degree view of your environment.

Our service is built on fully understanding your business, technology and vision for the future. Together, we will develop a business-aligned strategy.





## Voice Assessment

### Detailed Telephony and Voice Platforms Assessment Service

We are experts in what we do. Not only are we accredited to advise and supply our solutions, but we also have a fully trained and professional team of consultants who are able to assist with site assessments.

Whether you are looking to:

- Expand your current telephony estate
- Migrate your voice platform to modern technologies
- Enable your workforce to embrace unified communications
- Analyse your telephony connectivity consumption
- Or need our expert advice in maximising usage and maintenance with your current estate



## Cyber Assessment

### Protect Your Information and Data

We provide a range of protections against ransomware and other network vulnerabilities as well as cyber protection readiness assessments.

Review your business's network infrastructure and application controls to determine how to protect information and data with Avoira cybersecurity posture.

### Key Benefits

- Hackers attack every 39 seconds, on average 2,244 times a day. Source: University of Maryland
- 68% of business leaders feel their cybersecurity risks are increasing. Source: Accenture
- 82% of employers report a shortage of cybersecurity skills. Source: ISSA
- The worldwide information security market is forecast to reach \$170.4 billion in 2022.



### What Policies, Processes and Protocols are Reviewed?

- IT strategy, plan, policies and procedures
- Data mapping
- Network infrastructure components
- Server positioning
- Workstation deployment
- Vulnerability management
- Intrusion detection and Event Logging
- Website and interest domain
- Wireless
- Email
- BYOD (bring your own device)
- Access (including remote access)
- SDLC (software development lifecycle)
- Backup, storage and recovery
- Third party provider security
- Change management
- Staff training and awareness





# Network & Security Assessment

## Minimise the Risk

Introducing new workloads to the network always creates some risk to performance and bandwidth bottlenecks.

Our network readiness assessment will provide a detailed insight into your network to ensure fitness for purpose for new solution deployments or to identify network weaknesses which may be impacting existing solution deployments.

## How?

- Initial network review
- Calculating anticipated bandwidth requirements
- Testing the network (LAN, WAN, Wi-Fi)
- Providing recommended practices based on the required solution

By using these steps, we unveil any potential risks and ensure you are prepared and know how to maintain a great network foundation for any deployment.

Following the analysis of the information obtained during the testing and analysis we will produce a detailed findings document and summary of recommendations (including quotation for any remedial work).



# Coverage Assessment

## Professional On-Site Coverage Assessment Survey

We are experts in what we do. Accredited to advise and supply our solutions, we also have a fully trained and professional team of consultants who can assist with site assessments.

Whether you are looking to expand your footprint, or experiencing black spots within your coverage, we can assess site and advise on any issues or remedial works that can overcome the challenges you are facing.

Our strategy is to conduct on site surveying and testing of equipment to provide reassurance that either equipment is working as it should do or needs a simple expansion or design change to enable the coverage you expect from your wireless infrastructure.

## Predictive Survey

The predictive coverage survey service gives an indicative scope of deployment, for budgetary purposes.

The report can be used to make decisions about allotting suitable budget for the project.

The next steps would be to confirm suitability by undertaking a coverage survey on site.

## On-Site Coverage Survey

The onsite coverage survey service will confirm the predictive plans and enable the design team to specify the exact requirements for the solution being deployed.

It also provides information such as cabling and infrastructure requirements and will enable us to compile a scope of works to be passed to the relevant project manager, project delivery and implementation team.

Potential interference will be investigated and if discovered, specialist spectrum analysis tools will be used and changes made accordingly.

Signal to noise ratios (SNR) and signal strength (RSSI) will be captured and become crucial information within the design of the system.

## Commissioning Survey

The commissioning survey will provide validation of the recently commissioned or modified system and the assurance the system is optimised according to the live environment.

The survey will confirm that the solution is deployed as per the design and coverage requirements of the customer and will test that the equipment is operating as per the manufacturer's specifications.

Signal to noise ratios (SNR) and signal strength (RSSI) will be captured and become crucial information within the system build documentation.



# Support Services

At Avoira we understand that your time is also your money. What's more, every tick of the clock can see a problem develop into crisis. A rapid response and repair of a communication systems failure is critical. Avoira understand that it is imperative to reduce downtime and minimise business disruption. That's why we offer a range of support and maintenance packages to provide a fast and flexible customer care service.

We have a dedicated Support Team on hand to assist with your enquiry or support requests. Our team will log and actively monitor your requests and liaise with our suppliers and engineering teams to keep your services on track. Based upon your support contract additional access to our out of hours engineers are available up to a maximum of 24/7/365.



## What Happens when you Log a Support Request?

Once a request is logged it will be categorised as detailed below and will be dealt with under the following typical response times:

CODE	DESCRIPTION OF SERVICE REQUEST	RESPONSE TIME
Priority 1 (P1)	A complete business down situation or single critical system down with high financial impact. The client is unable to operate.	1 working hour
Priority 2 (P2)	A major component of the clients' ability to operate is affected. Some aspects of the business can continue but it's a major problem.	2 working hours
Priority 3 (P3)	The clients' core business is unaffected, but the issue is affecting efficient operation by one or more people.	8 working hours
Priority 4 (P4)	Technical query or routine adds, moves, and changes to a system.	16 working hours

For more information about our support services, you can read our Customer Support Handbook, which details the contact information and hours of service based on your contract.



## Flexible support

Whether you need only weekday, office hours support or your organisation demands full 24/7/365 cover to optimise operational integrity and critical business continuity, we have a package for you.

Our services range from pre-planned maintenance right through to hot desk troubleshooting so that you can reduce downtime, maximise efficiency and concentrate on the effective management of your organisation.

### AV Specific Service Agreements

Available with our Avaira Premier Plus service level agreement, preventative maintenance visits ensure that your audio visual and video conferencing equipment is regularly serviced. This reduces the risk of failure for mission critical and high usage devices. Premier and Premier Plus customers benefit from end user and technical training programmes to help with the successful implementation of equipment within your organisation.





We are  
**avoira**  
fluent in technology



AV Solutions & Video Conferencing



IT Services & Cyber Security



Customer Experience &  
Speech Analytics



Unified Communications,  
Contact Centre & Connectivity



Unified Communications Devices



Radio & Critical Communications



**avoira**  
fluent in technology