MarWatch

www.4sightcomms.com

Martello Technologies Customer Success

Helping Smaller Resellers Compete with Proactive UC Management

A Mitel channel partner based in the UK, 4Sight Communications boasts a lean team of experienced professionals with advanced Mitel product knowledge and experience. 4Sight was founded with a specialization in Mitel systems, and a vision to focus on service. This approach is paying off with a growing base of medium to large sized customers.

The traditional model of VoIP and network support is reactive; that is, a problem occurs, and the reseller responds as rapidly as possible to re-establish normal business operations. However, there is a growing recognition of the costs of network downtime – and with it the expectation of 24/7 reliability.

Challenge

4Sight's customers tend to have multiple sites across a wide geographic range, making monitoring and management a key element in their service offering. As a small team, however, supporting a growing customer base in such a widespread range was challenging - requiring more people and greater travel. 4Sight could benefit from the ability to remotely access, monitor and manage Mitel UC systems, allowing them to scale their business without significant resource demands.

Customer Needs

- Cost-effectively support customers in multiple locations

- Deliver better support with fewer people

- Plan service tasks more effectively

- Reduce cost of support delivery

Solution

The ability to remotely monitor and manage Mitel UC systems changed the support model for 4Sight, leading them to become an early adopter of MarWatch. Now included by default in the company's service package, MarWatch helps 4Sight keep a watchful eye on key performance indicators, proactively detecting and managing problems on the network.

For a small business like 4Sight, MarWatch helps level the playing field, giving them an edge when competing with larger players in the industry. Managing Director Simon Turner points out, "As a small business we do not have the resources of most in our industry. Therefore, a solution that allows us to be proactive helps mitigate the resource demands that are placed on us. MarWatch allows us to proactively plan events based on factual data, which is less intrusive, mitigates risk and can be better executed with fewer people. All of which represents a significant step up in service for our clients and allows us to offer greater value for money."

Key Benefits

- Support any number of customers, in any location
- Reduce onsite support visits for cost savings
- Detect and address issues before they impact the customer
- Deliver better support with minimal resources

MARTELLOTECHNOLOGIES

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