



CONTINUITY MANAGED SERVICES FROM YORKTEL

## Continuity Managed Services for the Modern Worker and Modern Workplace

A comprehensive portfolio of service offerings that Informs and Empowers Modern Workers, monitoring their experience and engagement with the Modern Workplace through Business Analysis, Intelligent Communications, Modern Security, and Actionable Insights.

Yorktel's Continuity Managed Services bring four decades of designing, deploying, managing, and supporting the forefront of enterprise communication, collaboration, productivity and security solutions. Our Office of Innovation plays a pivotal role in defining, developing and exploring the latest technologies to connect the Modern Worker across the thousands of devices utilized within the Modern Workplace ecosystem.

The expedited transition to remote working has evolved into a Hybrid Work model, that has many positive impacts but, has also disrupted traditional workstyles and models. Collaboration and Communication solutions are crucial business assets that can mitigate some of these challenges — increasing productivity, reducing operational costs, and creating team cohesion for the Modern Worker and the Modern Workplace.

# Continuity Managed Services

## Continuity Monitoring

A consolidated view of the Modern Workplace encompassing communication, collaboration, productivity, and security of IT assets.

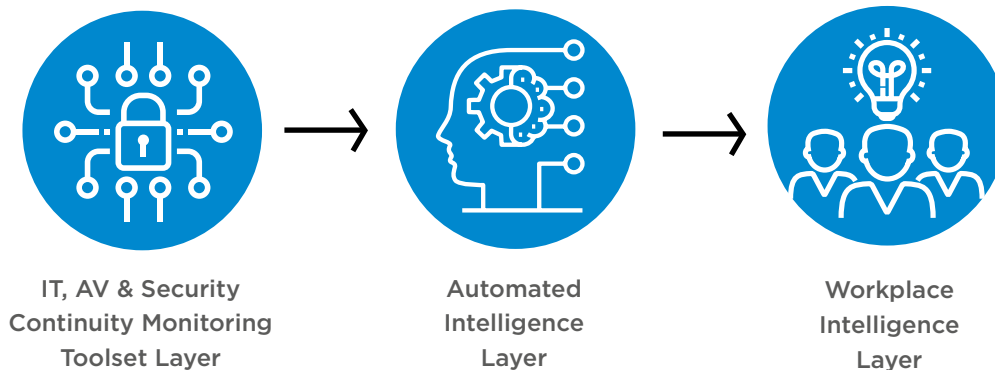


Today's physical and virtual devices, platforms, and collaboration spaces include a diverse blend of solutions from multiple OEMs. Without a monitoring solution that addresses the complexity of these ever-expanding combinations, the Modern Worker and the Modern Workplace risk the damaging impact of reduced productivity and security.



Yorktel's Continuity Monitoring Service provides proactive 24x7x365 automated notifications which include Device Health and Security alerts with auto-ticket creation, auto-priority designation, and self-healing capabilities plus a robust Service Level Guarantee.

## Continuity Monitoring Service Flow



## Continuity Workplace Intelligence

Drive Decision-Making with Real-Time Data



Facilities and IT managers are often tasked with tracking global asset growth and Mean Time to Failure rates (MTTF) for the numerous users, devices, and rooms that form their collaboration ecosystem. Identifying, mitigating, and resolving issues requires quantifiable data and workplace intelligence reporting to maintain a truly effective collaboration strategy. For example, two of the same model devices might be causing frequent events at multiple independent locations, resulting in equipment downtime and lost productivity. This trend, its root cause and correlating assets, would likely be difficult to pinpoint amongst the myriad data points IT Managers must assess on a daily basis.

**Yorktel, a market-leading Managed Services Provider, offers a single pane of glass solution which provides a 360° consolidated view of Workplace Intelligence across IT, AV, and Security assets for Communication, Collaboration and Productivity solutions.**





## Continuity Managed Services (cont.)



Yorktel's Workplace Intelligence Service reveals such trends, taking the guesswork out of managing IT assets by interpreting situations and delivering appropriate information and services dynamically through a consolidated dashboard. Additionally context-aware systems can tap into connected data sources and leverage business intelligence to correlate events and determine why these devices are failing in multiple regions. By giving Yorktel's 24x7x365 Global Helpdesk a strategic view across relevant user experiences, Continuity Workplace Intelligence Service empowers the Modern Workplace with the insights and activities that unlock the hidden potential of the Modern Worker.

These opportunities form the basis of our Workplace Intelligence Service, complementing each of Yorktel's Continuity Managed Services offerings. This results in customized insights which will enhance your Enterprise Collaboration & Security capabilities, and drive your Digital Transformation strategy.

## Continuity Management

**Designed for the Modern Workplace and Modern Worker, delivering full end-to-end lifecycle management of IT, AV, and Security assets for customers who have already invested in Communication, Collaboration, Productivity, and Security solutions.**



The changes in work styles and the workplace have created long-term effects on IT asset deployment, operations, and security. An IT department must perform routine audits of applications, licensing, utilization, and security of all its assets. Undertaking these tasks can be a time and resource drain to any IT department, leading to longer wait times for support and a decline in productivity for the Modern Worker.



Yorktel provides an industry-leading Continuity Management Service, providing lifecycle treatment options to IT assets coordinated through Yorktel's 24x7x365 Global Helpdesk. For example, Yorktel can provide Software Version Control & Update Management as well as Security Policy Administration of the manufacturer's devices and platforms amongst other management functions.



**According to an IDC study in 2021 conducted by Poly, 14% of workers operated out of their homes before the pandemic — not an insignificant amount. However, that has now ballooned to 45%. Going forward, remote work is still expected to remain at a 22% clip.**

**The goal of the 24x7x365 Global Helpdesk Service is to ensure that your digital workforce has uninterrupted and secure access to their communication and collaboration tools from anywhere, anytime, and that they receive immediate assistance when needed.**



## Continuity Support

To complement the proactive options, Yorktel provides a full spectrum of reactive services with a single point of contact covering all OEM hardware, software, and security needs via Yorktel's 24x7x365 Global Helpdesk. This includes support for Incident Management, Break-Fix, and scheduled conferences.



Regardless of where work happens, the Modern Worker must feel part of the in-person meeting experience whether at corporate offices, a home office, co-working spaces, or on the road. As such, organizations and their IT departments are faced with the challenge of future-proofing their hybrid work strategy when it comes to operating, maintaining, and supporting the Modern Workplace and the Modern Worker. Critical to this strategy is the ability to support the selected hardware, such as the compute including applications, proper security for endpoint and data protection. These must be coupled with cloud security, identity, and compliance including the appropriate bandwidth to support collaboration applications such as Zoom and Microsoft Teams.



Our 24x7x365 Global Helpdesk offers a true “follow the sun” service and unlimited technical phone support for your IT assets such as collaboration devices, solutions, and infrastructure that are under coverage. Yorktel acts as the single point of contact for all of the elements within your service contract. From the moment you contact our Global Helpdesk services team, they initiate troubleshooting, triage issues, and often reach a resolution within a single call.

## Staff Augmentation

**Flexible Staffing Programs that complement the Global Helpdesk and Managed Services offerings.**



Many enterprises simply do not have the bandwidth to manage and hire program managers, project managers, or Subject Matter Experts to gain the insights needed to address daily IT challenges. IT Managers are faced with everything from routine open tickets to the more intensive need to send a specialized resource for onsite remediation on a T&M basis.



Yorktel's on-site Staff Augmentation Service provides domestic and global clients with complete in-sourcing operational support and dedicated, professional staff who can quickly repair or go onsite to fix any issues, with maximum efficiency.

Taking each environment's unique requirements into account, Yorktel provides services ranging from a single staff member to a full team, with options for short or long term, temporary or contract-to-hire. With our IT support staff on your premises, your teams can focus on strategy while we take care of the technology to ensure a smoothly operating, successful Modern Workplace.

### About Yorktel

Yorktel ([www.yorktel.com](http://www.yorktel.com)) is a leading global provider of IT managed services for large enterprise and federal government customers. Founded in 1985 and with offices throughout the US and EMEA, Yorktel increases productivity in the Modern Workplace by enabling customers to successfully integrate secure and reliable communications into their operations — from organizational collaboration to consulting and managed services. Yorktel designs, integrates and manages system-wide communications solutions. For more information, visit <http://www.yorktel.com> or email [learnmore@yorktel.com](mailto:learnmore@yorktel.com). Follow Yorktel on Twitter: <https://twitter.com/yorktelcorp>, LinkedIn: <https://www.linkedin.com/company/yorktel>

## Some High-Level Examples of our Areas of Staffing & Specialization:

- Program management
- White-glove concierge service
- AV, UC&C, and IT equipment management
- Onsite call launching services
- Event services
- Multimedia specialists



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