



# Support and Managed Services

Keeping your networks  
protected and resilient



A Cisco Managed Service Partner, Focus offers a range of services to keep your networks protected, resilient and always available.

Providing advance monitoring and round-the-clock support for cloud and on-premise environments, our Network Operations Centre incorporates a 24x7 service desk, planned configuration changes, innovative risk mitigation and disaster recovery.

Built on ITIL best practices, our vendor-backed service offerings deliver true business continuity, 365 days a year, globally, so you can focus on driving your business forward, rather than worrying about keeping the lights on.

Focus Integration's Service Desk currently maintains over 10,600 devices worldwide, and manages over 4,000 devices through our cloud-based management platform.

***“Knowledgeable, prompt to respond and passionate about what they do, we’ve come to depend on Focus to enable and support the innovative connectivity our operations depend upon.”***

*Honda*



PARTNER



**GLOBAL REACH**



**5.0/5.0 CISCO  
Customer Satisfaction  
Excellence Award**



**24x7x365  
Service Desk**

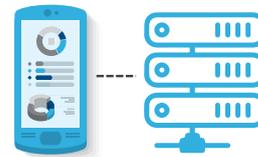


**P1- P5  
Incident and  
change management**



**ITIL  
Aligned  
Service  
Desk**

**NETWORK Monitoring**



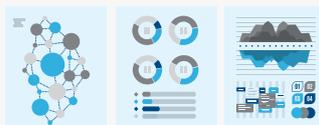
**CO-Management**



**APPLICATION  
Visibility**

**Net Promoter  
Score**

**58**



**SERVICE MANAGEMENT Reviews**



**Vendor  
Backed**

# Service Levels

Focus offers a choice of four defined service levels, however each service can be tailored to specific, individual requirements.

## 1. Lite



- On-Site Hardware Maintenance
- Telephone and Remote Diagnostics

## 2. Enhanced



Lite Service (1) plus:

- On-boarding Audit
- Enhanced Monitoring, Alerting and Response
- 24x7 Support Desk
- Configuration Backup and Store
- Service Management
- RCA
- End of Life / End of Support Reporting

## 3. Managed



Lite (1) & Enhanced (2) Services plus:

- Focus Integration take control and responsibility of all network elements, 24x7
- Advanced change management
- Software Patch Management
- Change Control Process

## 4. Co-Managed



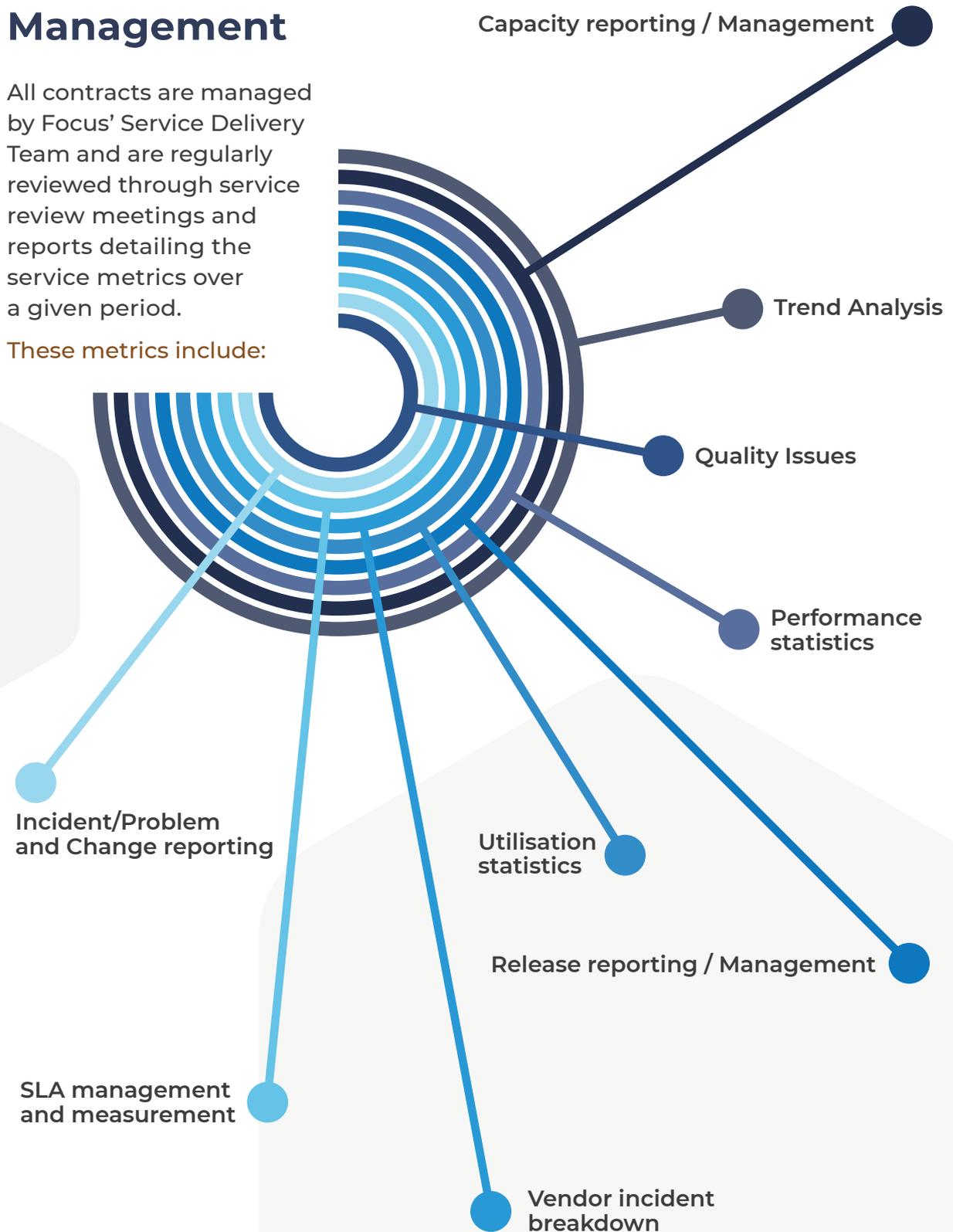
Lite (1), Enhanced (2) & Managed Services (3) plus:

- Focus provides a bespoke SLA to allow basic access and change control to be applied by you, while the complex change and management is handled by Focus.

# Service Management

All contracts are managed by Focus' Service Delivery Team and are regularly reviewed through service review meetings and reports detailing the service metrics over a given period.

These metrics include:



# Cisco Customer Satisfaction Excellence

Customer Satisfaction is a core objective of Focus and designed into all the services provided. This is achieved via Engineering excellence, consistency in Account Management and a commitment to service review and continuous improvement.

Customers have two Account Managers, named engineers, and through the Service Management Centre, have a point of technical contact for all services taken from Focus on a 24x7 basis.

Our customer satisfaction is externally audited, measured and published by Cisco. The Customer Satisfaction Excellence assessment is regularly conducted by Cisco. Every 6 months, Cisco assesses customer feedback and publicly acknowledges those Partners that have the highest customer satisfaction scores within each geographic region.

Focus' latest announced results scored an unrivalled 5.0 out of a 5.0 across all responses – based on customer assessment of Focus' pre- and post-sales support over a rolling 12-month period.

The surveys are an excellent way in which Focus benchmark performance to ensure continued success within our customer base.



***“Thanks to Focus, we no longer worry about any aspect of network performance. Indeed, they’ve set the bar against which we’ll measure any other Managed Service providers we work with in the future.”***

*ACS International*

# Focus Integration Company Overview

Formed in 2003, Focus has grown to become one of EMEA's fastest growing and most successful Technology companies. From day one, our vision has been simple – to do great things.

Focus specialises in Cisco Collaboration, Data Centre and Mobility solutions, delivering secure, converged and optimised networks to a global client base spanning all industry sectors. We are passionate about technology and work with the latest Cisco technology releases across all our lines of business.

Focus consistently ranks within the SundayTimes TechTrack & Deloitte Tech awards following solid financial growth and company performance and operates within the top one percent of EMEA's Cisco partners.

Focus is one of a handful of Elite UK partners that have been selected & invited onto Cisco's Partner-Plus Program, recognising commitment, innovation and technical ability within Cisco technology.

**Call us today on +44 (0) 1273 964 440 to arrange a network asset audit to understand your network's lifecycle, security vulnerabilities & end of support milestones.**



**Sophisticated technologies thoughtfully planned, simply deployed and expertly supported.**



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