



DAMOVO

**ENABLING YOUR
COMPLETE CONNECTION**
ACROSS PEOPLE, PROCESSES AND SYSTEMS

DAMOVO

WHY DAMOVO?

DIGITAL TRANSFORMATION CAN UNLOCK GROWTH, INTRODUCE EFFICIENCIES AND PROVIDE THE INFRASTRUCTURE YOU NEED TO KEEP AHEAD.

IN DAMOVO, YOU'LL FIND A PARTNER THAT'S FOCUSSED ON YOU, CREATING TAILORED SOLUTIONS TO GUIDE YOU THROUGH YOUR DIGITAL JOURNEY.

WE SUPPORT YOU BY:

- **DEVELOPING TRANSPARENCY – TO OPTIMISE DECISION MAKING**
- **BOOSTING CUSTOMER AND EMPLOYEE COLLABORATION WITH THE LATEST COMMUNICATIONS TOOLS**
- **CREATING MORE AGILE, RESPONSIVE ENVIRONMENTS**
- **INCREASING EFFICIENCY THROUGH AUTOMATION**
- **MITIGATING RISK – SO YOU CAN INNOVATE IN COMPLETE SECURITY**



2700 CUSTOMERS



650+ STAFF



2.500 +
CONTINGENT WORKERS



265+ FULLY TRAINED AND
HIGHLY QUALIFIED VOICE
AND
DATA NETWORK EXPERTS



DIRECT PRESENCE IN 16
COUNTRIES



OPERATIONS
SPANNING
150 COUNTRIES



1,9 MILLION
ENDPOINTS UNDER
MANAGEMENT



GLOBAL MANAGED NETWORK
OPERATIONS CENTRE WITH
COE´S IN DUESSELDORF,
WARSAW, DUBLIN & BRUSSELS
OPERATING 24/7



OVER 50 YEARS
EXPERIENCE
OF DELIVERING
COMMUNICATIONS
SOLUTIONS



ISO27001 &
ISO9001
CERTIFIED



€165 MN
TURNOVER



HIGHEST LEVELS OF
ACCREDITATION WITH THE
LEADING UC
SUPPLIERS

OUR OFFER

THRIVE IN TODAY'S EVER-CHANGING BUSINESS ENVIRONMENTS, WITH TECHNOLOGY SOLUTIONS, SERVICES AND INNOVATIONS FROM DAMOVO.

WHETHER YOU NEED SIMPLE FIXES, BESPOKE CONSULTANCY OR A LONG-TERM PARTNER PROVIDING FULLY-MANAGED SERVICES, WE'RE HERE FOR YOU.

OUR SOLUTIONS CAN BE DELIVERED VIA ON PREMISE, THROUGH THE CLOUD OR VIA A HYBRID APPROACH. AQUILA, OUR ENTIRE SPECTRUM OF OUR CLOUD OFFERINGS, VARIES FROM PUBLIC TO PRIVATE CLOUD SOLUTIONS.

YOU'LL HAVE A TEAM OF EXPERTS ON YOUR SIDE WHO ARE ALWAYS READY TO GO THE EXTRA MILE TO MAKE YOUR PROJECTS – AND YOUR BUSINESS – A SUCCESS.



UNIFIED COMMUNICATIONS AND COLLABORATION
Connect teams, boost agility and innovation



CONTACT CENTRE
Drive loyalty, efficiency and value for your customers



ENTERPRISE NETWORKS
Create strong foundations for your digital aspirations



SECURITY
Never, ever, compromise



SERVICES
Plan, build, run, optimize over the whole life cycle



GLOBAL MANAGED SERVICES FOR SYSTEMS INTEGRATORS
Remove global complexity



UNIFIED COMMUNICATIONS AND COLLABORATION

BUILD INTO YOUR BUSINESS THE POWER TO ADAPT AND STAY AHEAD OF THE GAME – WITH UNIFIED COMMUNICATIONS AND COLLABORATION (UCC) SOLUTIONS.

UCC GIVES YOUR TEAMS THE TOOLS TO COLLABORATE AND INNOVATE. IT BOOSTS PRODUCTIVITY AND REDUCES COST. IN FACT, UCC CAN BECOME THE DRIVER FOR SMARTER WORKING ACROSS YOUR WHOLE ORGANISATION.

A UNIFIED APPROACH

UCC brings all your communications channels together – including voice – in one simple interface.

DESIGNED FOR YOU

We keep you ahead with approaches that are designed to meet the exact needs of your organisation. Which means you can be sure of consistently smooth communication and collaboration, every single time.

GOLD-STANDARD PROVIDERS

We work with providers including **Avaya**, **Cisco**, **Microsoft**, **Mitel** and **Unify** to bring you innovative, resilient solutions, incorporating any device – and as part of your Internet of Things.

ON PREMISE, IN THE CLOUD, OR HYBRID APPROACH

Whether you need physical servers, want all your information in the cloud – or a mixture of both – we make it happen.

COST EFFICIENT FROM START TO FINISH

Replacing multiple communication channels with one unified approach can create efficiencies for the users, and deliver significant cost savings. We will take this one step further by also integrating with your legacy systems or 3rd party applications to fully connect your people, processes and systems.

CHECK OUT OUR USE CASES TO SEE THE TYPES OF DIGITIZATION PROJECTS WE HAVE DELIVERED AND GET INSPIRED FOR YOUR OWN BUSINESS:

CHATBOT FOR COMPILING MEDICAL PATIENT INFORMATION

Discover how we enabled smarter patient interaction with a dynamic chatbot.



TELECOMMUNICATIONS INFRASTRUCTURE RENEWAL

Find out how we enabled seamless UCC and contact centre integration in banking.



“Damovo came highly recommended by a number of contacts. One of the most important things about Damovo for us was that they’re big enough to take control of a complex task of this nature – but they’re not so big that we don’t matter to them. They care that they deliver – and this is important.”

LUC VERBIST
CORPORATE DIRECTOR ICT
GREENYARD



CONTACT CENTRE

NO-ONE WANTS TO WAIT FOR A LONG TIME IN A CALL QUEUE, OR HEAR THE CENTRE AGENT SAY: “SORRY, THE SYSTEM IS SLOW TODAY.” CUSTOMERS WANT SPEED. THEY WANT TO FEEL VALUED. THEY WANT YOU TO BE THERE 24/7, ACROSS MULTIPLE CHANNELS. THIS IS WHY THE FOUNDATION OF ALL SUCCESSFUL CONTACT CENTRES IS MODERN, FUTURE-PROOF INFRASTRUCTURE. WHEN YOU PARTNER WITH DAMOVO, THIS IS EXACTLY WHAT YOU GET.

WE DESIGN AND DEPLOY THE INFRASTRUCTURE THAT LETS YOU GIVE CUSTOMERS A HOLISTIC, PERSONALISED EXPERIENCE. IT ALLOWS YOU TO KEEP CONTROL OF INTERACTIONS ACROSS ALL CHANNELS. AND IT GIVES YOU THE ABILITY TO YOU MONITOR, ANALYSE, CARRY OUT QUALIFY ASSURANCE AND BOOST EFFICIENCIES, ALL THROUGH ONE CENTRALISED SYSTEM.

TRANSFORMING CUSTOMER EXPERIENCE

Your customers can reach you faster, have heir queries answered more efficiently and have agents follow their journey across multiple channels.

OPTIMISE OPERATIONAL EFFICIENCY

Let the technology do the heavy lifting of routing, monitoring and managing calls. And make full use of automation – from automatic call backs through to self-service options.

EMPOWER TEAMS

When everything comes together in one powerful system, you can reduce average handling time and promote the exchange of knowledge and interactions between employees.

KEEP TRACK OF COMPLIANCE AND QUALITY

Monitor and optimize compliance, quality and KPI's while maintaining all required privacy rules.

TOTAL INTEGRATION

Whatever you need to integrate – CRM platforms, databases, UCC and third-party software – we can make it happen. When you integrate your contact centre system with UCC, you can easily include subject matter experts into conversations, using video calling, desktop sharing and chat applications.

HOWEVER YOU WANT TO WORK

We can design and deploy a system that's completely in the cloud, on premise, or a hybrid of both.

FIND OUT HOW WE HAVE CREATED VALUE AND LOYALTY FOR OUR CUSTOMERS BY OPTIMISING THEIR CONTACT CENTRE CUSTOMER INTERACTIONS:

INTELLIGENT SELF-SERVICE SOLUTION FREES UP CONTACT CENTRE AGENTS TIME FOR MORE COMPLEX INTERACTIONS

Discover how a large insurance and financial services provider has reduced call volumes with a intelligent self-service solution.



COMBINING NEW AND EXISTING CUSTOMER SERVICE CHANNELS

Discover how we enabled real-time video consulting within an integrated contact centre platform.



“If we have a technical problem, we know that we can rely on our partners Damovo and Genesys to make sure that everything is solved.”

PETER BASSE
HEAD OF WORKFORCE MANAGEMENT,
DEUTSCHE GLASFASER WHOLESALE GMBH

Read how Damovo modernised Deutsche Glasfaser's customer service infrastructure in a record 2-week meframe.





ENTERPRISE NETWORKS

YOUR NETWORK INFRASTRUCTURE CAN ACCELERATE YOUR BUSINESS GROWTH – OR HOLD IT BACK. AT DAMOVO, WE KNOW YOUR NETWORK IS A STRATEGIC RESOURCE. SO WE CREATE IT TO ALIGN WITH STRATEGIC INITIATIVES THAT IMPROVE OPERATIONAL EFFICIENCY AND ENHANCE USABILITY AND CUSTOMER EXPERIENCE.

DIGITAL READINESS

Legacy LAN and Wi-Fi infrastructure, outdated operations practices and traditional data centre architectures are often not sufficient to meet the demands of today’s digital business. We evaluate your network’s fitness for digital initiatives and support you through transformation.

OPERATIONAL EFFICIENCY AND SIMPLICITY

With the latest automation and software defined technologies you can save time and money, create full transparency, manage risk and improve security.

MORE EFFICIENT, INTELLIGENT ROUTING

Traditional WAN architecture can be limited and create bottlenecks. So we help you shift to cloud infrastructure and applications with SD-WAN, carrier-agnostic management and connectivity.

With Damovo at your side, you’ll be able to route traffic more efficiently across networks, combining connection types – including broadband, LTE and MPLS. As a bonus, these technologies give you insights into application and network performance – which are both key to improving user experience.

NO DOWN TIME

Our innovative network managed services keep your business running 24/7. Which means you have full control at all times.

FUTURE READY

Your new network will be intelligent, transparent and programmable – so it can be even more responsive to business needs.

EXPLORE HOW OUR CUSTOMERS HAVE TAKEN ADVANTAGES OF THE LATEST NETWORKING TECHNOLOGIES TO IMPROVE EFFICIENCY:

PROVIDING WI-FI FOR A WHOLE CITY

Discover how we helped a German municipality to provide free, on-the-go Wi-Fi to its citizens and visitors as part of its existing network.



A FUTURE-READY APPROACH IN A CHANGEABLE SECTOR

A chemicals company knew it wanted to digitise, but couldn’t provide specifics. So we created a network that was ready for anything.



SECURITY

IN AN INCREASINGLY CONNECTED WORLD, YOU NEED TO PROTECT YOUR SYSTEMS FROM HACKERS, SAFEGUARD DATA AND ENSURE BUSINESS CONTINUITY.

WHICH IS WHY WE BUILD YOUR SYSTEMS TO KEEP YOU IN CONTROL AT ALL TIMES – MAKING YOU SECURE BY DESIGN.

TOGETHER WITH OUR AFFILIATED SECURITY EXPERT LARES, WE ENSURE THAT SECURITY AND PRIVACY CONSIDERATIONS ARE AN INTEGRAL PART OF EVERYTHING WE DO – FROM CONCEPTUAL DESIGN TO PROJECT IMPLEMENTATION AND SERVICE OPERATION.

TESTING & ANALYSIS

We can help your organization validate its security posture through offensive security-focused services such as complex adversarial simulations, network penetration testing, application security assessments, insider threat assessments, incidence response and forensics, vulnerability research, and continuous security testing.

MANAGING VULNERABILITIES

If potential issues and associated risks are identified, we help you to remediate them and ensure ongoing protection in the future. Historically, industry assessments focus on the negative aspects of your organization’s security program. We are committed to highlighting where gaps may exist and working closely with you to build a mature security program capable of defending against any adversary you may face.

SECURE CONNECTIVITY AND RESOURCES

Flexible working is now the norm – so it’s crucial that security and compliance exists beyond the office walls. Whether your teams are working onsite or remotely, you can be confident that your network is protected down to the very last endpoint.

BUILDING A COST-EFFECTIVE ISMS

We help you to identify core elements of your Information Security Management System (ISMS).

CHECK OUT HOW WE HAVE PROVIDED OUR CUSTOMERS WITH THE PROTECTION THEY NEED AGAINST SECURITY THREATS:

WINNING THE RACE AGAINST HACKERS

Find out how we built a Vulnerability Management Programme that goes far beyond simple patch management.



ARE YOU SECURE?

Discover if you have vulnerabilities in your network with our security testing services.



SERVICES

OUR TEAMS OF HIGHLY-QUALIFIED CONSULTANTS, TECHNOLOGY SPECIALISTS AND PROJECT MANAGERS DEVELOP INNOVATIVE APPROACHES THAT MAKE SURE YOUR INFRASTRUCTURE AND APPLICATIONS KEEP PACE WITH BUSINESS NEEDS.

OUR PORTFOLIO OF PROFESSIONAL AND MANAGED SERVICES THAT CAN BE TAILORED TO YOUR REQUIREMENTS, FROM A SIMPLE “BREAK & FIX” OFFERING TO A COMPLETE MANAGED SERVICE OFFERING THAT WILL OPTIMISE YOUR ICT ENVIRONMENT.

OUR MODULAR OPERATING PLATFORM SERVICEPLAZA HAS BEEN DESIGNED TO ENABLE YOU TO AUTOMATE AND STREAMLINE PROCESSES ACROSS YOUR ORGANISATION – AS WELL AS CREATING TRANSPARENCY.

CONSULTING

Our consultants analyse your IT’s ability to deliver against strategic goals. They advise on technology benchmarks – carrying out network assessments, security audits and voice readiness checks. They also consult on the best procurement and operating models for your organisation.

PROJECT AND TRANSITION MANAGEMENT

We’ve implemented and migrated thousands of high-profile projects. Which means our world-class project managers and directors know how to mitigate risks before they arise. We also help your teams to transition too, with our successful User Adoption Management approach.

PROFESSIONAL AND INTEGRATION SERVICES

When you need to integrate UCC, contact centres and/or enterprise networks, you can rely on our knowledge of the technology, the process that underpin them and your business goals.

TECHNOLOGY TO FULFIL YOUR STRATEGY

We don’t simply caretake your IT. We help you to continuously develop your digital transformation roadmap – providing technology road-mapping workshops, business impact assessments and by consulting with key stakeholders.

FLEXIBLE SLAs

You decide on a case-by-case basis the impact any incident could have on your business operations. Then we provide consistent support, wherever you are in the world.

MANAGED SERVICES

Our portfolio of tailored, managed services ensures your ICT estate is supported seamlessly. Our goal is to keep disruption to a minimum, proactively monitor your IT environment and identify potential downtime issues before they become a problem for you and your customers.

24/7 SUPPORT

Our customers access speedy, competent support from our multilingual Global Operations Centre, around the clock, 365 days a year.

HELPING SHIPPING FIRM TO INCREASE PRODUCTIVITY

Discover how we helped a leading European company to improve container handling through digitised workflows.



STANDARDIZATION IS THE KEY

Explore how we delivered a new UCC platform for an IT services company, managing the rollout and daily operations for more than 50,000 users.





GLOBAL SERVICES FOR SYSTEMS INTEGRATION PARTNERS

DAMOVO HAS A PROVEN GLOBAL DELIVERY CAPABILITY ACROSS 150+ COUNTRIES. THROUGH OUR GLOBAL SERVICES BUSINESS, WE WORK DIRECTLY WITH MANY LARGE SYSTEMS INTEGRATORS TO SUPPORT THE TECHNOLOGY REQUIREMENTS OF THEIR INTERNATIONAL CUSTOMERS.

WE OFFER GLOBAL MANAGED SERVICE CAPABILITY IN VOICE, DESKTOP SUPPORT, CONTACT CENTRE AND ENTERPRISE NETWORKS. USING OUR FLEXIBLE RESOURCING MODEL AND NETWORK OF ACCREDITED PARTNERS, WE CAN WORK SEAMLESSLY AS PART OF YOUR TEAM TO OFFER YOUR CUSTOMERS A COMPETITIVE INTERNATIONAL SERVICE DELIVERY MODEL.

OUR INNOVATIVE APPROACH TO MANAGED SERVICES, COUPLED WITH PROCESSES, SYSTEMS AND PEOPLE, MAKES US AN EASY CHOICE FOR DELIVERING COMPLEX TECHNOLOGY PROJECTS ACROSS MULTIPLE LOCATIONS.

WE DELIVER RESULTS THROUGH OUR:

- Global presence
- Managed services capability
- Technological expertise with all leading technology vendors
- Commercial flexibility and agility
- Global program management expertise



DAMOVO GLOBAL SERVICES

Learn how we support international organisations in managing and delivering complex IT infrastructures. With consistent service quality, flexible resourcing, and local expertise in over 150 countries, we help simplify global operations and ensure seamless customer experiences worldwide.



ENHANCED COMMUNICATION AT A GLOBAL MANUFACTURER

Discover how we enabled a large manufacturer to improve employee accessibility with a new communications solution across 60 locations in 31 countries.



DESKTOP MANAGED SERVICES ACROSS 15 COUNTRIES

Following a successful merger between two global food manufacturers, Damovo took over the desktop support of the entire newly merged estate – which comprised of over 4,500 employees in 15 countries across Europe, the Middle East and Africa.



DAMOVO

OUR PARTNERS

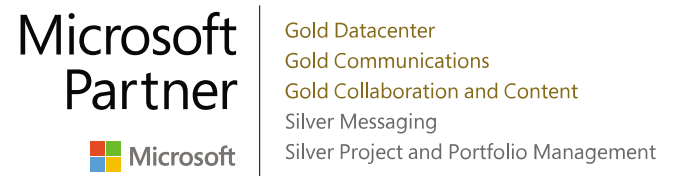
DELIVERING COMMUNICATION SOLUTIONS HAS BEEN OUR BUSINESS FOR MORE THAN 50 YEARS.
WE HAVE DEVELOPED AN EXTENSIVE PARTNER NETWORK THAT WE ARE PROUD OF.

DAMOVO WORKS WITH WORLD CLASS TECHNOLOGY PARTNERS TO DELIVER THE SOLUTION THAT FITS
BESTS FOR YOU – WHETHER IT IS BEST OF BREED, OR EVERYTHING FROM ONE SOURCE.
YOU CAN TRUST IN US THAT WE WILL FIND THE RIGHT SOLUTION THAT MEETS YOUR BUSINESS
AMBITIONS.

HOWEVER COMPLEX YOUR NEEDS, WE HAVE THE EXPERTISE TO DELIVER – WITH A GLOBAL
ECOSYSTEM OF TRUSTED SERVICE PARTNERS.

HIGHEST LEVELS OF ACCREDITATION –

We hold the highest levels of accreditation with
the leading UC technology suppliers.



Explore more technology partners we
also trust in our Contact Centre,
Enterprise Networks and Security
propositions.



WE MAKE THE DIFFERENCE

ACROSS THE WORLD, OUR TEAMS WORK TO GET THE VERY BEST RESULTS FOR OUR CUSTOMERS.

THESE ARE SOME OF THE ATTRIBUTES THAT ENABLE US TO MAKE A BIG DIFFERENCE:

INNOVATIVE APPROACH

Developing forward-looking solutions to meet the specific needs of our customers is hardwired into the way we work. You'll find we go much further than the standard portfolios of our technology vendors.

Visit our [Use Case factory](#) to find out more.

ALWAYS AUTOMATING

We constantly examine how we can bring automisation to all aspects of the services we design and deliver.

WE NEVER FORGET USER ADOPTION

A successful project does not stop at the implementation stage. We offer a wide range of user adoption services to ensure your ICT transformation project is a complete success for you and your employees.

OUR CULTURE

We are passionate about communication and being the catalyst for connecting businesses. Our team of over 650 employees is as diverse as the solutions we offer. Together, we innovate and make a difference for our customers. We are big enough to deliver but small enough to care.

LET'S TALK

HOWEVER BIG OR SMALL YOUR PROJECT, HOWEVER DEVELOPED YOUR THINKING,

WE'D LOVE TO TALK.

THINK
ABOUT
THINGS
DIFFERENTLY

Damovo is an international ICT service provider supporting business customers across the world on their path to digitization.

The portfolio includes solutions in the areas of Unified Communications & Collaboration, Enterprise Networks, Contact Centre, Cloud Services, Security and Global Managed Services.

With its technology and services Damovo enables seamless connection across people, processes and systems - creating transparency and agility, whilst providing the network stability and security customers require in today's business environment.

Its customer base includes major corporations around the world. Damovo has a regional presence across Europe, the Americas and APAC with more than 650 employees, offering a global support capability in over 150 countries.

Further information can be found at [damovo.com](#).