



Why Managed Services?

Focus or Core Activities

Keene Controls managed the technology and therefore constantly updates and maintains your network resulting in greatly reduced downtime at the same time saving you the cost and risk associated with upgrades, patches and technical staff.

Access to New Technology

According to Datamonitor, the additional technical abilities that managed service solution provide is among the top three criteria for enterprise decision makers in North America when they consider a hosted provider. Today's managed service model offers expanded access to new applications, particularly for smaller organizations that previously not afford advanced technology. Even businesses with some existing in-house routing functionality can extend their capabilities.

Lower Cost of Ownership

Instead of investing in capital equipment, staffing and in-house operations, companies can take advantage of advanced applications through managed services and continue to focus on core activities. The technology is owned and managed by the service provider, as is therefore upgraded and maintained at the network level, saving you many of the costs and risks associated with upgrades, patches, and maintaining the technical staff to run the software.

Improved Customer Service

With managed services, enterprises can deploy self-service applications in the network combined with intelligent network routing; not only does this offer customers more opportunities to serve themselves, it also more effectively routes calls that need to be served by an agent. As a result, calls are answered faster and by the most appropriate agent, leading to improved customer satisfaction.

Reduced Capital Outlay

Another factor that decision makers have identified as a driver to managed services is the ability to migrate from a focus on capex to opex. Under a traditional CPE contact center model organizations must purchase technology in order to meet their peak rather than average usage requirements. With managed services, enterprises can pay for extra capacity as needed, rather than paying for maximum usage. This pay-per-usage model allows organizations to shift costs from capital expenditures to ongoing operational expenditures, significantly reducing upfront investments.



Additional Advantages with Managed and Hosted Services

Enterprises that have already invested in equipment may think managed services have nothing to offer them, but much of the managed service functionality offered today works in tandem with the customer premise equipment already in place, enhancing features already in use. Advances in technology and new industry standards have expanded the variety of applications available and opened the benefits of managed services to a wider variety of organizations – from small contact centers needing self-service applications, to large, multi-site contact centers.