Support to Win

DISCOVER

Unlock data insights in minutes with no need to ask the client or maintainer

Service Overview

The Support to Win Discover service utilises advanced automated data discovery software to remotely interrogate all existing settings of any connected PBX with no need to visit sites.

This significantly reduces the elapsed time and overall resource requirement for conducting discovery processes, particularly in complex multi-site, multi-system environments. By uncovering rich data insights (previously impossible or cost-prohibitive to obtain through traditional manual processes) it also creates new opportunities for providers and channel partners to enhance the customer experience and develop additional revenue streams.

The result is complete, real-time data collected, collated and cross-referenced without human error – translating into faster client acquisition, onboarding and migration without complicating new relationships with requests for detailed information or risking delays caused by third parties.

Features

- Uses an advanced automated data discovery platform to allow discovery processes to be conducted remotely and far more quickly that via a manual approach
- Platform agnostic – works across all major technologies
- Common data model presents accurate, complete, single-dashboard reporting view across multi-site, multi-system environments
- Highly detailed, up-to-the-minute data insights

Benefits

- Accelerate project delivery by replacing time-consuming manual discovery process with fully automated approach
- Gain previously hard to reach data insights to enhance customer value and adopt more strategic 'trusted advisor' customer relationships
- Leverage automation to develop new revenue streams e.g. through BC/DR planning, asset management, change management, governance/audit, M&A transaction advisory services
- Reduce costs associated with sending engineers to site for long periods, and maximise resource value by redeploying them to other priorities