



Collaboration Solutions Provider



## Cameo Managed Services

**Cameo Global is a recognized leader in delivering best-in-class contact centers to customers world wide. Our team of consulting engineers, developers and support teams provide a portfolio of life-cycle services which are designed to ensure your system and applications are available 24/7.**

We can monitor, optimize and administer your contact center applications through our flexible engagement models designed to meet our customers support and budget requirements.

### What Sets Us Apart?

We are known as Cisco experts and it is our dedicated and highly trained team of engineers who make the difference. Additionally, we invest heavily in our partnership with Cisco and carry the highest level of certifications.

### Cameo Certified Expertise:

- Cisco Silver Partner
- Cisco Cloud Managed Service Partner (CMSP)
- Cisco Advanced Technology Partner (ATP) UCCE
- Calabrio, EGain & Nuance Gold Partner

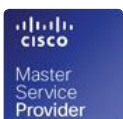
As the adaptation of new technology continues to accelerate, so does the demand on our client's IT centers to deliver better value with less resources. Customers now have to make a choice of what is core to their business and what can be better managed externally.

Cameo Support Center (CSC) is a 24/7 team of voice and contact center experts who provide comprehensive managed services for your critical communication systems. By partnering with us, we become an extension of your IT organization. The value to our clients is not just ensuring system uptime, it's with expanding capabilities, optimizing resources and improving the overall customer experience.

- **Increase reliability and stability of voice and contact center**
- **Service Level Agreements (SLAs) and proactive engagement options are available**
- **Online help desk portal ensures quick response and resolution**
- **Solutions supported: Network, Unified Communications/Voice, and Contact Center**



*We perform the full lifecycle of Managed Services to manage, monitor, and improve your IT solutions worldwide.*



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## Managed Voice and Contact Center Services

Cameo Global offers three Managed Service packages designed to deliver a range of customer care support that complements your internal IT resources. We specialize in providing 24/7 monitoring, technical support and multi-vendor solution services that ensure:

- Critical Service Level Agreements (SLA) are maintained
- High utilization of limited IT resources
- A single point of support for managing and maintaining customer tickets

CSC On-Demand	CSC Assure	CSC Block Time
Monthly Case Management Reports	On-Demand plus the following:	Pre-paid professional services contract
Full Services Cameo Technical Support with SLA	24x7 Proactive monitoring & remediation services	Quickly engage Cameo resources on small but important projects
Value pricing for customer who have their own internal monitoring services	Dedicated Services Delivery Manager	Add more hours as you need them

By partnering with Cameo, we truly learn your business and work to improve your overall service delivery. Entrusting the operational support of the core contact center applications to Cameo allows our clients to focus on proactive new service offerings that improve KPI and other critical business outcomes.

## Cameo Optimization Services

Many of our managed services clients also utilize Cameo's Block Time contacts to promptly engage our Professional Services team to tackle small but important projects. This popular pre-paid services package allows us to begin work immediately, avoiding the inevitable delays in approval and funding. We are an extension of your IT team, working together to enable new features and services.



Contact Cameo Global today to schedule your initial business and technology review with one of our trusted advisors. When you work with our team, you're making the choice of industry leaders. Call now to get started!



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