



Service Name: Causality.IT – Cloud Support

1. Overview

Cloud support services are designed to assist organisations in effectively managing and optimising their cloud infrastructure, applications, and services. These services aim to provide technical expertise, guidance, and troubleshooting assistance to ensure smooth operations and optimal performance in the cloud environment.

2. Key Features

24/7 Support: Most cloud support services offer round-the-clock support to address issues promptly and minimise downtime.

Technical Expertise: Access to skilled cloud engineers and specialists who can assist with architecture design, deployment, optimisation, and troubleshooting.

Incident Management: Efficient incident management processes to identify, prioritise, and resolve issues promptly.

Proactive Monitoring: Continuous monitoring of cloud resources to detect and prevent potential issues before they impact performance.

Performance Optimisation: Recommendations and best practices for optimising resource utilisation, performance, and cost-effectiveness.

Security Guidance: Guidance on implementing security best practices, compliance requirements, and incident response procedures to enhance cloud security posture.

Training and Knowledge Sharing: Training resources, documentation, and knowledge sharing sessions to empower users with the skills and knowledge needed to effectively utilise cloud services.

3. Target Audience

Cloud support services cater to organizations of all sizes and industries that leverage cloud computing platforms such as Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP), and others. This includes:

Enterprises migrating to the cloud or expanding their cloud footprint.

Startups and small businesses looking to leverage cloud services for scalability and agility.

Developers and IT professionals responsible for managing cloud infrastructure and applications.

4. Service Components

Cloud support services typically offer different levels of support, such as:

Basic Support: Entry-level support offering access to documentation, forums, and basic ticket-based assistance.

Developer Support: Support tailored for developers, providing technical guidance and assistance with development-related issues.

Business Support: Comprehensive support with faster response times, 24/7 coverage, and access to dedicated support engineers.

Enterprise Support: Premium support offering personalized assistance, proactive monitoring, architecture reviews, and account management services.

5. Voice & Omnichannel Integration Services (Cisco, VoIP, PSTN, Netcall, CIP, CustomerConnect)

Causality also provides expert integration and support services for voice and omnichannel platforms, enhancing the way organisations engage with their customers through seamless communication channels.

Key Capabilities:

Cisco UC & VoIP Integration: End-to-end deployment and support of Cisco Unified Communications Manager (CUCM), Jabber, and Webex. Full VoIP infrastructure design, configuration, and optimisation.

PSTN Integration: Expertise in SIP trunk provisioning, ISDN decommissioning, and seamless PSTN connectivity for hybrid and cloud-first environments.

Netcall Platform Support: Custom development and integration of Netcall Liberty solutions, including low-code workflow automation, contact center routing, and customer self-service interfaces.

Customer Interaction Platform (CIP): Implementation and support for CIP, ensuring robust integration between contact center, CRM, and service management tools.

Omnichannel Enablement: Unified communication via voice, chat, email, video, and social, powered by platforms like Cisco Contact Center, Netcall, and third-party CRM integrations.

CustomerConnect Integration: Deployment and support of CustomerConnect solutions for advanced call routing, analytics, and intelligent customer engagement strategies.

Outcomes Delivered:

- Streamlined and modernised communication infrastructure
 - Enhanced customer experience through consistent, omnichannel contact strategies
 - Reduced operational costs and increased system resilience
 - Improved agent efficiency, reporting, and compliance through integrated platforms
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10. Benefits

(To be developed based on your input or organisational priorities)

11. Considerations

When choosing a cloud support service, organisations should consider factors such as:

Cost: Evaluate the cost of support plans based on the level of service and features offered.

Response Time: Assess the responsiveness of support teams and their ability to meet critical service level agreements (SLAs).

Expertise: Ensure that support engineers possess the necessary expertise and certifications relevant to the cloud platform and technologies being used.

Flexibility: Choose a support plan that aligns with the organisation's needs and growth trajectory, allowing for scalability and flexibility.

Integration: Consider how support services integrate with existing tools, processes, and workflows within the organisation.