

G-Cloud 15

Cisco Webex Suite

Why Forfusion

We don't claim to do everything; however, where we proclaim expertise, we deliver impeccably and with incredible people. Whilst there are many compelling reasons our customers choose to work with us, nine of the most prominent are listed below.

- 01 **Trusted by Cisco** - We're one of the largest single resource suppliers to Cisco's CX organisation (formerly Advanced Services). With a UK-wide security-cleared managed services team, our clients trust us to deliver exceptional services.
- 02 **Extensive Cisco accreditations** - We have more Cisco-accredited engineers and consultants than any other partner in the North of England. Our CCIEs cover all technology areas, providing the expertise our customers need to succeed.
- 03 **Personnel profiles** - We provide comprehensive profiles of our highly skilled engineers, consultants, developers, and project managers, showcasing their expertise and sector-specific use cases, to ensure our clients feel confident in our team's capabilities before engaging.
- 04 **Trusted by Central Government** - We specialise in designing, transitioning, supporting, and optimising networks for mission-critical and life-saving services. Our proven track record of success guarantees a reliable and efficient solution.
- 05 **Fixed-priced projects** - We excel in fixed-cost project management, confidently ensuring timely and consistent delivery with our resources. Our efficiency and excellent results have earned us the complete trust of our clients.
- 06 **Disruption through innovation** - We have an impeccable track record in displacing cumbersome and slow moving global suppliers, utilising our trusted full-time personnel and expert strategic partners to deliver innovation.
- 07 **The ADIOlogy® Method** - We developed our tried and tested engagement and delivery framework, which we use to assess, design, integrate, and operate solutions, guaranteeing repeatable success and balancing risk and innovation.
- 08 **Strict adherence to standards** - We align with PRINCE2, TOGAF, ITIL, and ISO and are capable of delivering services with security-cleared personnel, ensuring high standards and consistency from project inception, through delivery and handover.
- 09 **Customer success plans** - We don't just deliver projects and walk away; we provide and adhere to success plans, demonstrating our commitment to our customers' success and ensuring they feel valued and supported in operating new technologies.

Cisco Webex Suite Technologies



Perfect your client relationships, accelerate decision-making and improve productivity with cloud-based remote working initiatives. Busy users have a permanent sense of urgency, making automated experiences and quicker response times vital for improved customer engagement and competitive advantage. We can help you perfect your client relationships through smart analysis tools and continuous service improvement.

Cisco Webex

Provide your team with interactive experiences by using immersive content sharing, and intelligent gesture recognition. Work even more fluidly by leveraging AI features and meeting transcription services, including real-time translation, and background noise cancelation. Remove all barriers and make meetings fully inclusive, regardless of environment, language, or work regime.

Microsoft Teams

Migrate from Microsoft Teams to Cisco Webex, or seamlessly integrate both platforms to provide your business with a secure digital workspace perfect for real-time collaboration, communication, and deep integration with other Microsoft Office products. Make meeting access, file sharing, and editing as well as application sharing, a seamless experience, accessible to everyone from anywhere.

Cisco Webex Contact Center

Communicate across multiple media channels, focusing on workforce mobility and customer experience using traditional Cisco Contact Center, or Cisco Webex Contact Center in the public cloud. Deploy agents to support remote initiatives and embrace cutting edge omnichannel architectures, supported by analytics tools and effective agent management.

Cisco Endpoints

Make the most of video and web conferencing endpoints, tools and applications. Enable your employees to present, share and collaborate securely in real-time, anywhere, on any device. Make informed decisions regarding headsets, desk and room intelligent endpoints and peripherals to improve the user experience.

Cisco Room Systems

The Cisco Webex Room Series provides a fully integrated collaboration suite for Cisco Webex. intelligent, market leading video collaboration systems bring a realness to your meetings. Whether you are creating new immersive conference rooms, or providing your workforce with private working areas, the Webex Room Series has options to meet your requirements.

Cisco Unified Communications Manager

Providing a market leading enterprise unified communications and collaboration platform.

Bringing people together on the device of their choice, from any location. Cisco's robust and fully integrated collaboration infrastructure provides best of breed voice and video calling, mobility and rich messaging. Cisco Unified Communications Manager ensures resilient, secure, scalable, and easy to manage call control.

Assess Services



Rigorous assessment of current state and alignment with business objectives, helping you accelerate your journey to hybrid cloud and maximise return on investment. The first step we take to help determine how ready your environment is for new technology, applications and services. It may encompass product, vendor and market analysis, technology road mapping, strategic gap analysis, design reviews, audits and recommendations.

Audit and Remediation

Working together, we get to know your business as if it were our own to determine its technical readiness for new applications and services. Our experienced engineers use intelligent tools to audit and meticulously document existing or proposed new environments. That way, we can verify they're running optimally and are ready to support new technologies.

Product and Market Analysis

Performing vendor, product and market analysis ahead of you making significant buying decisions. Working as part of your team to ensure your business is buying technology for the right reasons. We can also support you in defining use case scenarios to inform a robust business case for your stakeholders; we can present on your behalf should you want us to.

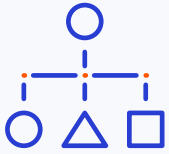
Strategic Gap Analysis

Undertaking a detailed gap analysis encourages you to consider your current state and your desired future state aligned to your business objectives, forming the foundation from which to build a coherent solutions roadmap. Serving as a precursor to more detailed design and integration phases for large and complex mission-critical infrastructure projects.

Trials and Proof of Value

Providing 30-90 day product demonstrations and trials to help determine whether technologies are a good investment for you, whether it be aligning with your environment, your employees or budgets. By working with us on a Proof of Value (PoV) trial, you can soak test a product in your production environment to see if it's a good fit, before any financial commitment.

Design Services



Combining technology and business objectives to facilitate change through innovation whilst also mitigating transformational risk. Once a baseline is set, we develop robust documents from conceptual designs, through high-level and low-level designs, enterprise architectures and comprehensive migration plans for technologically diverse environments including hybrid cloud with outcomes aligned to budget and strategic imperatives.

Advisory Services

We offer independent advisory services, underpinned by industry standards and market-leading vendor best practices, spanning private and public sectors. Our highly accredited and experienced team helps you overcome technological and commercial boundaries aiding business transformation, including all aspects of people, processes, and technology.

Solution Design

Our team of architects design solutions to address the ever-changing needs of your business, using market-leading technologies and real-world experience. We take pride in working as an extension to your business, working tirelessly to identify solutions that align with budgets and meet with the technological demands of the workplace, both now and in the future.

Transformation

Bringing technology and business objectives together. We listen carefully to understand your strategy and work to transform your business. Delivered by our experienced architects and strategists, we work with you to develop technology road-maps to facilitate change based on best practice, improving return on investment and mitigating transformational risk.

Blueprints

Combining aspects of product and market analysis with strategic gap analysis and taking it a step further. Offering detailed, template driven blueprints encompassing all aspects of your infrastructure, spanning communications cabinets, cable lengths and colours, right through to technology matrices identifying interdependencies and associated risk.

Integrate Services



Working closely with you to support transition to a stable, robust, future-proof hybrid cloud infrastructure underpinned by end-to-end security. Consistent and dependable delivery of every solution follows industry standards, facilitated by programme managers, consultants and engineers, with deep sector related expertise ensuring a belt and braces approach to mitigating risk through extensive testing, validation and quality assurance.

Implementation

Our implementation team works closely with our design consultants, as well as your internal teams to ensure the accurate delivery of our solutions. Our highly-accredited personnel, some of whom hold security clearance, provide the expert assistance you need to create robust implementation plans to validate, migrate, and integrate new technologies into your environment.

Software Development

Development of software is no longer limited to applications, it's an essential skill for the deployment, support and integration of software-defined networks (SDN). Our team has a diverse range of skills including programming, scripting, process development and API integration so we can deliver end-to-end solutions.

Environment Consolidation

Whether for example you are merging two private organisations or consolidating two large complex NHS Trusts, our team has vast experience integrating disparate infrastructure environments. Simplifying large, complex tasks such as consolidating public and private cloud application workloads. We de-risk consolidation and also the decoupling of environments.

Proof of Concept

Taking our product and service trials and Proof of Value (PoV) a step further we build dedicated test beds to showcase technologies aligned with your specific use cases. Whether a secure software-defined networking infrastructure, a cloud-based contact centre, or virtual desktop environment is required, we can create showcase environments for all.

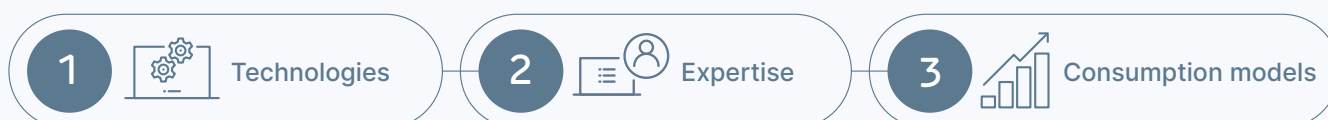
Operate Services



Our FusionCare managed services portfolio optimises the stability and availability of your mission-critical applications and infrastructure from the public or private cloud, 24x7x365. It focuses on the availability and performance of your IT infrastructure; our service catalogue delivers measurable outcomes coupled with a program of continuous service improvement and our customer success framework that ensures value across the lifetime of our engagement.

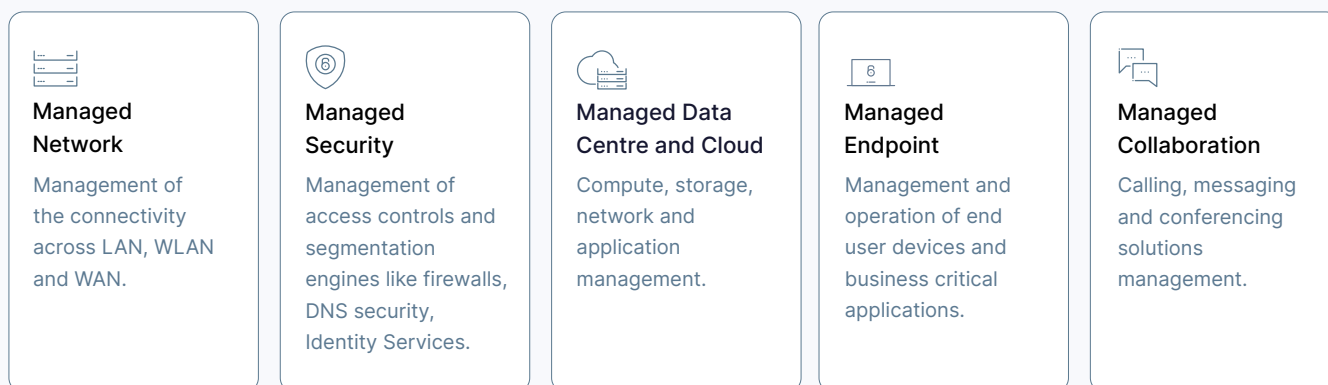
Managed IT Services offering

Our range of FusionCare services helps enable your business operations while improving compliance, security, and efficiency. Our portfolio typically delivers individual or a combination of services which have the following main components in common:



Technologies

With this service, we offer capabilities across multiple siloed or fully integrated pillars. The primary architectures are illustrated below.





Expertise

Forfusion has deep and broad skills and experience across various technologies and methodologies. We find that organisations with small IT teams or needing more technology strategy can rely on us to provide guidance and expertise across operational, architectural, and managerial functions. The services we provide are as follows:

 Project Management as a Service Program and Project managers can be available to provide the governance required to meet your project milestones in time and with cost control.	 Staff Augmentation Offering you the capability of consuming senior strategy leaders, design architects or consulting engineers to complement your IT business needs on demand.	 Network and Security Operation Centre Adopting the knowledge and skills of a team of network and security engineers without the equivalent headcount cost.	 Service Managers A dedicated team of qualified IT professionals ensuring you are maximising the value of your managed IT service.	 Customer Experience A team of Customer Success Managers will be available to help your organisation to maximise the value of your IT solutions and services during their lifecycle.
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Consumption models

Companies continue consuming technology for their businesses following a model that includes products and the professional services required to design and implement solutions. The development of cloud-based architectures and the increased consumption of software in enterprise environments are shifting to an “Everything as a Service” model that provides certain benefits from economical and operational points of view. Services that we offer today are as follows:

 Network as a Service Increase flexibility by having your network infrastructure adapt to your business needs with full control and predictability of cost.	 Security as a Service Meet Governance, Risk and Compliance requirements without losing competitiveness.	 Collaboration as a Service Consume the right technology to support evolving working models and business needs without compromising your budget.	 Cloud as a Service Cloud-native applications, connectivity, cost control and optimisation of processes. Leveraging a multi-cloud environment to provide the best customer experience.	 Desktop as a Service Enabling your workforce to increase productivity by removing the cost of ageing on-prem equipment.
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Customer Experience Services



Committed beyond project delivery; we provide and adhere to success plans to ensure you are confident operating new technologies. Every customer deserves to realise the business, operational, technical and financial benefits they expected to get from engaging with us, be that services, products or subscriptions. We ensure every interaction achieves an unparalleled level of customer experience with measurable outcomes.

The Engagement

Setting off on the right foot is key to any relationship. We ensure all our customers are onboarded consistently; it's essential where a subscription service or contract is consumed over a period of time. We help you set goals and targets at the outset so we can measure throughout our engagement, driving continuous improvement to ensure we achieve positive outcomes together.

The Journey

We guide you on your journey making the adoption of technology as pain free as possible, using predefined outcomes set during onboarding to measure the successful adoption of the product or service. Our trained Customer Success Managers (CSM's) are key to delivering on this end-to-end lifecycle experience, making the journey both engaging and rewarding.

The Experience

In the case of a CSM managed engagement with us, we provide an experience that is unmatched and one that a customer would happily repeat and advocate to meet their end goal. Our CSM's mission is to ensure every customer succeeds and ultimately drives a positive customer experience for all.

The Difference

We differentiate our approach to Customer Experience and Success by embedding it further into our business operations. Our ADIOlogy Method is testament to this with each phase being aligned to deliver Customer Experience focussed outcomes, none more so than the Operate Phase which is built to deliver desired technical and business positive outcomes.

Enterprise Agreements

We navigate with you the optimisation of your consumption model by facilitating Cisco Enterprise Agreements (EAs). A Cisco EA brings the power of the entire portfolio under a single agreement that can scale rapidly with the business agility and cost prediction that customers need.

Cisco Success Tracks

The complexity of IT landscapes the better service your business deserves. Data-driven decisions and the flexibility to scale are critical differentiators in today's business climate. As a result, you need to embrace support models beyond a classic break-fix to achieve better value for money and insight-based solutions. Cisco Success Tracks is a comprehensive suite of services – encompassing support, expert advisory, learning and data insights – delivered through our Support and CSM teams.

Project Delivery Services



Proud to deliver your project on time and in budget, whilst meeting commercial objectives and exceeding your expectations. Our meticulous approach to project delivery is prevalent through all our Project Delivery services. Providing you with peace of mind and trust that your project will be delivered smoothly and on time by adhering to industry standards, executed using our robust tried and tested ADIOlogy Method.

Project Management

With significant experience and industry accreditations including PRINCE2, TOGAF, Agile and Waterfall, we execute complex projects within compressed timeframes. Working closely with design, deployment and operational teams, we are responsible for governance, conflict management, supplier and contractor management and stakeholder satisfaction. We take pride in delivering quality products and services, on time and in budget, whilst exceeding customer expectations.

Programme Management

Experts in understanding how multiple interconnected projects can be viewed in relation to achieving business objectives. Programme managers are able to influence budget allocation, bid management, stakeholder communication, ROI measurement and contextualise strategic business goals over product and service deliverables. They engage for longer timeframes than individual project durations, combining the outcomes of multiple sequential projects to deliver broader combined benefits.

Project Coordination

Providing support to our project managers, primarily responsible for logistics, resource management and detailed administrative tasks to ensure tight project control and governance. A cost effective way for us to provide project management resilience for less complex projects, and to cater for absence and spikes in project demand.

Outsourcing Services



Working as a trusted strategic partner to your workforce, helping you effectively manage everyday peaks and troughs, whether it's managing headcount, control costs or de-risk operations. Our dedicated team with extensive experience across a range of technologies, services and sectors serve as an extension to your team. Whether you need a consultant, engineer, project manager, or entire team.

Project Management as a Service (PMaaS)

Providing access to project professionals, resources, and tools at a flexible and predictable cost. We help you both de-risk and accelerate project delivery, offering a true end to end service, from IT technical advisory, business analysis and general PMO services through both project and programme delivery.

Staff Augmentation Services

Increasing your agility and helping you overcome short and medium capacity and capability deficiencies, whether that be organisational hiring restrictions or managing workload peaks and troughs. Offering lifecycle services that flex as required with a diverse set of technical and commercial skills to supplement your team.

Connectivity as a Service (CaaS)

Offering fully outsourced connectivity, including circuits, terminating hardware, monitoring and orchestration engine, all delivered as a fully managed service. Offered as a standalone bundled internet service, or fully managed SD-WAN for multi-site deployments, serving as a foundation for you to overlay your chosen security architecture.



Transforming business, together.
forfusion.com