Learn more about ICS Managed Services

Who is managing your recording services?
Contact centers generate petabytes of data that your company relies upon for reporting and compliance. What happens if your recording services go down? Will you lose customers? Will you lose key contracts? Will you have additional liabilities? Will jobs be at risk? What is your disaster recovery plan?

ICS offers Managed Services to ensure continuous operation, compliance, and optimization.
ICS Managed Services are customized to your requirements for support, implementation, reporting, training, back-up, disaster recovery, staffing, and workforce optimization. Each Managed Services Plan is tailored to your requirements. Our engineers will help meet your contact center goals, and ensure that your NICE solution operates continuously and efficiently.

All ICS engineers are Tier 3 / NICE Certified Implementation Engineers.
In the past, contact center engineers were certified as Tier 1 for initial support documentation, Tier 2 for database changes, and Tier 3 for comprehensive support including installation of NICE software. Today, Tier 3 engineers are "NICE Certified Implementation Engineers" (NCIE). All ICS engineers are NCIEs. When you're talking with an ICS engineer, you're talking with the best engineer available.

ICS Managed Services fit your budget.
We work within your budget to keep your NICE solution up and running. ICS can place our NCIE engineers on-site or remotely, full-time or as adjunct resources for your staff, and responsive during business hours or 24/7. And we offer a variety of services tailored to your needs that will enhance your organization's contact center capabilities. ICS offers annual or multi-year Managed Services Plans customized to your requirements.

Examples of ICS Managed Services Plans
We will tailor a Managed Services Plan to your contact center, but here are some sample configurations that are popular with our clients:

1. **Full-time administrator** on-site or remote, usually during business hours, but can be 24/7

2. **Non-dedicated administrator** but also includes our help desk support.

ICSanalytics.com   609-843-0475   info@icsanalytics.com

3. **On-call repair** Does not affect your plan with any other partner, but we will follow any problem through any other supplier until the problem is resolved.

4. **On-going training and Workforce Optimization** consulting to boost efficiency

Make your contact center a profit center.
ICS will keep your contact center running efficiently. For a quote on an ICS Managed Services Plan, please contact us at 609-843-0475 or info@ICSanalytics.com

ABOUT ICS
ICS is the #1 NICE-certified installer and service provider for contact centers.

The only NICE Platinum Training Provider in the U.S. and Canada, ICS has installed and supported solutions as large as 6000 seats for financial, insurance, healthcare, consumer product, and other companies that require efficient, recorded, and reportable customer interactions for voice, web, chat, and other customer interactions.

ICS can improve your customer satisfaction and increase sales while meeting your legal, reporting and compliance requirements.

ICS installs and supports NICE solutions on Avaya, Cisco, and other platforms that will run on your premises or in the cloud. We offer extensive real-time big data solutions for Work Force Optimization and Contact Center Management, as well as state-of-the-art analytics.

We make your contact center a profit center. ICS provides innovative solutions, delivers on schedule, and supports your contact center 24/7-365.