MANAGED COMMUNICATION SERVICES

Managing UC and Contact Center platforms requires constant oversight and expertise. Trace3's Managed Communication Services (MCS) offer 24/7 support, proactive monitoring, MACD, and value-add features across cloud and on-prem environments—enhancing reliability, performance, and operational focus.

Trace3's Managed Communication Services provide 24/7 monitoring, support, and optimization for Unified Communications and Contact Center platforms—both on-prem and in the cloud. By combining proactive maintenance, expert troubleshooting, and scalable MACD services, MCS ensures performance, reliability, and operational efficiency for enterprise collaboration environments.

MOVE BUSINESS FORWARD, LET TRACE3 MANAGE YOUR COMMUNICATIONS

ENHANCED COMMUNICATION PERFORMANCE

Minimize communication downtime and maximize platform reliability through real-time monitoring, proactive management, and expert troubleshooting. Regular software patching and platform tuning keep systems secure, resilient, and optimized.

COMPREHENSIVE PLATFORM SUPPORT

Ensure seamless collaboration across your organization with expert support for Cisco communication platforms, including contact centers, unified communications, and supporting infrastructure.

OPPERATIONAL EFFICIENCY & INSIGHTS

Gain actionable insights from dashboards and reporting to assess service health, diagnose issues, and guide strategic decisions. Our services include end-to-end observability, application performance monitoring, and regular infrastructure reviews.

COST OPTIMIZATION

Avoid the high overhead of managing communications platforms in-house. Trace3 provides a scalable, subscription-based model backed by certified engineers and powerful monitoring tools, delivering enterprise-grade support at a predictable monthly cost.

For more details or to begin your Managed Communication Services journey with Trace3, please contact your Trace3 representative or visit www.trace3.com

Trace3's Managed Communication Services empower your business by reducing downtime through proactive monitoring, optimizing communication platforms with expert support, and ensuring seamless collaboration through continuous performance management. Free your IT team to focus on strategic initiatives while we keep your communication systems running flawlessly.

FEATURES AND CAPABILITIES

Feature	Essential	Enhanced	Enriched
Real-Time Alerts & Notifications	X	X	X
Solution Support (P1-P4 Remediation)	X	X	X
24/7 Monitoring, Vigilus		X	X
24/7 Monitoring, LogicMonitor	X		
Application Polling & Dashboards		X	X
Software Patch Management		X	X
UC/CC Device & Application Monitoring	Basic	Advanced	Full
MACD Services		Up to 35 tickets/month	Up to 50 tickets/month + Emergency MACD
Performance & IVR Monitoring			X
Backups & DR Support			X
Lifecycle Reviews			X
Value-Add Services (Telco outage, strategic reviews)			X

SUPPORTED PLATFORMS

Cisco Contact Center:
Unified Contact Center Enterprise (UCCE)
Packaged Contact Center Enterprise (PCCE)
Unified Contact Center Express (UCCX)
Webex Contact Center (WxCC)

Cisco Unified Communications:
Unified Communications Manager (UCM)
Unity Connection (CUC)
Instant Messaging and Presence (IM&P)
Emergency Responder (CER)
Expressway Cluster
Cisco Session Border Controllers (SBC)

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