

# Your CCM solution. Our responsibility.

ENIT Solution Support takes operational ownership of your CCM platform — **fully or alongside your team**. Senior specialists, defined SLAs, and continuous optimization across on-prem, cloud, and hybrid environments.

## — THE SERVICE VALUE

- 01 **Senior expertise on tap** — Skip the cost of building and sustaining in-house CCM expertise. ENIT provides senior specialists and proven delivery methodologies from day one.
- 02 **Flexible scope** — Full operational ownership or selected services — application operations, incident & problem management, release & lifecycle, performance optimization. Tailored to your team's maturity and capacity.
- 03 **Compliance & governance** — Defined SLAs, role-based access, controlled change management, and full traceability of changes and actions. Suitable for regulated and isolated environments.
- 04 **Reliability across environments** — ENIT takes full or partial responsibility for uptime and system stability across on-prem, cloud, and hybrid setups.
- 05 **Fit-for-purpose cost model** — Right-sized engagement and transparent pricing — reduces both operational and long-term costs versus building and sustaining the same capability in-house.

## — WHO BENEFITS MOST?

Organizations running a CCM platform — typically OpenText Communications / Exstream, Quadient Inspire, or SMART Communications — who need release confidence and operational continuity without expanding headcount.

## — SOLUTION SUPPORT BY ENIT

*CCM specialists with +10 years of Nordic implementations — across OpenText, Quadient, and SMART Communications environments.*

*Backed by 600+ years of collective CCM experience across our Nordic team — the same senior specialists who keep mission-critical communication running for our customers daily.*