

# Manage every environment through a single operational model

As workplace collaboration environments grow, organizations are often left managing multiple vendors, fragmented support models, inconsistent governance, and increasing operational complexity. Kinly Managed Services helps you regain control of collaboration, voice, digital signage, workplace experience, and on-site operations through a connected service model designed for long-term performance.

Delivered through a global service organization, Kinly Managed Services combines 24x7x365 support,

AI-powered monitoring, dedicated expertise, and structured service governance to create consistently high-performing global technology estates.

In addition, with proactive monitoring, global support, operational governance, and continual improvement, we take ownership of day-two operations so your teams can focus on business priorities.

## The Service



**Global support services**



**Asset and vendor management**



**AI-powered monitoring**



**Change control**



**Incident management**



**Reporting and insights**



**Technical support**



**Continual improvement**



**On-site services**



**Service governance**



## Benefits



**Increase uptime and reliability**



**Improve user experiences**



**Reduce IT support burden**



**Gain actionable service insights**



**Ensure clear accountability**



**Reduce operational risk**



**Standardize global operations**



**Drive continual improvement**

## What We Manage

### Collaboration Environments

Meeting rooms, collaboration platforms, workplace technologies, and connected devices.

### Voice Services

Enterprise voice, carrier services, cloud telephony, and voice infrastructure.

### Digital Signage

Displays, media players, content platforms, and signage operations.

### Workplace Experience

Collaboration technologies, utilization insights, and experience optimization.

### On-site Operations

Dedicated technicians, event support, specialist expertise, and operational continuity.

### VIP Suite

AI-powered tools delivering user assistance, operational intelligence, and strategic insight.



## Why Kinly Managed Services?

### End-to-end Ownership

From collaboration and voice to digital signage and workplace technologies, Kinly provides a single operational framework across the entire estate.

### Global Support at Scale

A follow-the-sun service model combines global coverage, specialist expertise, and consistent operational processes to maximize uptime, everywhere.

### Built on Proactive Operations

AI-powered monitoring, automated workflows, and preventative maintenance help identify and resolve issues before users are impacted.

### Driven by Governance

Structured service management, SLA oversight, reporting, and continual improvement ensure services remain aligned with business objectives.

### Powered by Operational Intelligence

Data, analytics, and reporting transform operational activity into actionable insight that supports smarter business decisions.

### Designed for Continual Improvement

Regular service reviews, performance analysis, and optimization initiatives help environments evolve and improve over time.

