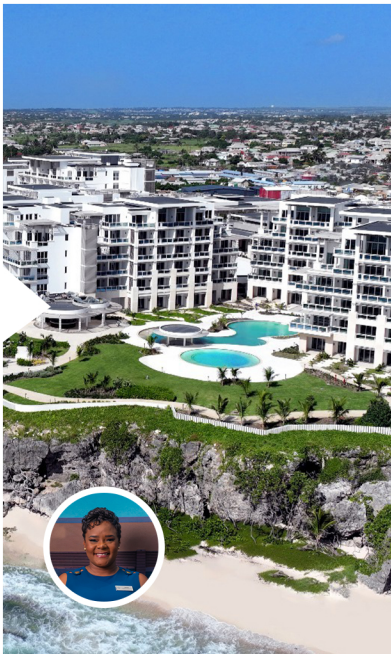# THE INSIDE SCOOP

on **DB** Digicel Business

Transforming Connectivity and Innovation for your Success

DigiBiz

"Digicel Business provides excellent offerings needed to successfully compete in the hospitality space."

Tamara
Assistant Director of I.T,
Wyndham Grand Barbados

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Strong partnerships are vital for success.

This association between two entities can provide stability throughout the uncertain journey towards established goals. Its importance can be seen in all walks of life. In matrimony, in sport and in business.

With regards to the latter, choosing the right partner becomes even more crucial as precious resources (time and money) are at stake. That's why Digicel Business prides itself as the perfect partner to establish stronger connections throughout the journey ahead.

It's our mantra. Whether it's a new operation or established in the market, Digicel Business works closely with any organisation to provide top-of-the-line support with digital solutions to help them maximise profits and optimise growth. "Everything these days is run on the internet and Digicel delivers a premium quality," says Gregory, Corporate Account Manager at Digicel Business. Not just from what we offer from plans, but also from a service and support perspective." That means whatever business process you may have - point of sale, ecommerce websites & apps, back-office information - Digicel Business has you covered.

It all starts with a discussion of your needs based on your business and its operations. "One of the things we pride ourselves in is having an excellent presales team. They really delve into what are your needs," Gregory says. Over the phone or in person, Digicel's dedicated staff aim to note your needs and suggest ways to help enhance the efficiency of your day-to-day operations.

There are no one-size-fits-all packages. Each suggested service comes by way of a thorough consultation. Then, solutions from our wide range of products are offered. This includes, but is not limited to, local and international connectivity, cloud services, mobile, cybersecurity solutions, managed IT services, unified communications, and data center services. "That's why we're able to really delve into the needs that you have," he says. "And based on the portfolio of solutions that we offer, come up with solutions that meet your needs."

The size of the business doesn't matter, nor the expertise level within the organisation. Digicel works together with the in-house IT professionals to find the best way to leverage these advanced technologies. "And should there not be an IT team, no worries. We offer something called managed services" Gregory says. "What that means is Digicel becomes your IT team and manages the solution you have on your behalf. And there is no need to change your existing operating system, as Digicel Business works with Windows, MAC and many others.

Avoiding downtime is a top priority at Digicel Business.

So as a dedicated partner, security is paramount. We not only provide safe solutions but also the education surrounding how you can better protect your business because a successful cyber-attack occurs every 39 seconds, putting your data at risk. "We provide end user training. Which basically allows them to understand what are the risks that they would be exposed to on a day-to-day basis and and allows them to recognise them," says Gregory.

This helps improve a company's security posture, which is the status of a business' cybersecurity readiness. And over time, as technologies change and new threats emerge, we review this posture to maintain a good standing. "There is always a re-education, a re-development analysis, an audit of where you are right now and where you need to be," he says. "And 'When I get to that point, where do I need to be again?' That's where we deliver the greatest value from a Digicel Business and security perspective."

However, should there be a cybersecurity breach, power outage or an act of God, we have you covered for your business continuity needs. This includes Backup (periodically uploading important data/files to a safe place) and Disaster Recovery (how fast one can restore the information or the company to a state of readiness to continue functioning). As mentioned before, time and

Digicel Business not only takes you through the Return on Investment (ROI) for these solutions, but also the Restore Point Objectives (RPO) and the Restore Time Objectives (RTO). Mr. Puckerin shared the following example: "If there was a cybersecurity attack with a disaster recovery solution we can identify the time the ransomware affected the system and restore your data and information up to the nearest point, which means that the ransomware affected the system yesterday at 12 o'clock, can you restore everything before that point? Which means that the ransomware would no longer be on the system. And then you would put all the processes in place to mitigate [future attacks] which we would then assist you with."

Any good partner will be there in your time of need. That's why should there be any urgent matters to be resolved, a Digicel representative is always in reach to assist you. At sign up, you receive contact information for an account manager, service desk, and corporate care. Available any time, any day.

"You're always able to reach a human being. So, no prompts, no press 1 for customer care. There is always somebody that you can speak to at the end of the line."

And we are as cost conscious as every other business. That's why we work with each entity to adjust and customise certain solutions to not only meet your current needs, but also your current budget. "Persons want the best bang for their buck, and we pride ourselves in being consultative sellers rather than just off the shelf resellers," says Gregory. "And as you grow, we would say okay, since you are at this stage, these are the things that you need to consider going forward."

Digicel Business aims to streamline processes to make your operations easier. We see where we can help declutter, remove, or consolidate steps to create a cleaner and clearer movement of vital information. This improves the communication between you, your team, and your customers and simplifies the delivery of your product or service, giving you an advantage in today's landscape. Just like any good partner should.

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DigicelBusiness.com/bb

WE PROTECT YOUR DATA FROM CYBER ATTACKS

Strengthen Your Defenses Against These Threats

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