



# Managed Services

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Our Managed Services aim to help your company cope with its day to day operational activities by providing a world-class IT outsourcing service to compliment your current business infrastructure.

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Technology is closely tied to nearly every aspect of business today. It drives how some companies differentiate themselves. To stay ahead companies must push technological innovation, and the only way to do that is to hire exceptional people. It can be hard to find people with the correct expertise, and expensive to employ a specialist team.

Every day we manage the mission-critical computing environments of UK companies across multiple industries, helping them reduce their exposure to IT risks, improve operational efficiency and driving down costs. With a managed services agreement in place, you will never be plagued by cash-flow restrictions and will always have the required expertise available when you need it.

Our solutions vary from simple desktop support all the way through to infrastructure design,

management and implementation; all delivered under strict service level agreements (SLAs).

Our 24/7/365 remote network and server monitoring service automatically detects all problems and issues on your network, sending alerts to our Network Operating Centre (NOC). You can then select the level of support that suits your needs; fully managed service, monitoring only, or any customised support level. We'll perform system administration, installations and software/ hardware upgrades, system health checks, backups, and any required on-going maintenance or disaster recovery services.

Our flexible and bespoke services combine hardware & software support, system & network monitoring, disaster recovery solutions, asset management services, on-call assistance, backup security and onsite activities.

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## Key Points

- 24/7/365 service that guarantees consistent service levels
- Quality service, backed by ISO certification for IT service management
- Reduced operating costs, typically by 30%
- Delivers fixed SLAs to core services
- Enhanced flexibility - only pay for expertise when you need it
- Over 21 years experience and total professionalism
- Increased business efficiency and access to a wider skills resource