



## Managed Services Suite

# Take care of your business with Managed Services Suite from IT Solutions

**Managed Services Suite: a range of services to ensure that your IT infrastructure works perfectly while you take care of business.**

Managing a successful business is complicated enough without the worry of planning and supporting a complex IT environment.

A resilient and secure IT infrastructure is absolutely vital to all organisations and poorly managed systems will lead to customer dissatisfaction, user frustration and even substantial financial losses.

### **Help is at hand....**

We can provide you with the solution to this problem. A Managed Services Suite agreement with IT Solutions will enable you to receive regular, specifically tailored support, ensuring that your systems are performing effectively for your business.

Our specialists have the business knowledge, technical skills and understanding of IT best practice to relate your corporate requirements to your IT infrastructure, allowing you to concentrate on your business objectives.



# Managed Service Suite

Typically a Managed Service Suite will include some or all of the following elements:

- Systems audit, configuration report and ongoing systems health-check
- Performance tuning
- Network & communications audit, report and ongoing health check
- Software patches & firmware upgrades
- Security audit
- User management
- Software & licence audit
- Ongoing 'house-keeping' tasks such as database integrity, disk purging, back-up validation
- Diagnostic testing

## Outstanding customer service

IT Solutions has grown steadily since its formation in 1985 to become one of the UK's leading IT services companies. In that time we have built up a loyal customer base, most of whom have been with us for many years. Our ethos and our reputation is based on a simple concept - one of providing customer service that is second to none. Our formula for success includes dedication to building long term relationships, maintaining the flexibility to meet our customers' needs, and a commitment to training and developing our staff to the highest levels.

## Align your systems to your business goals

IT Solutions provide system services with a business focus. Initially, one of our specialists conducts a comprehensive audit of your IT environment and takes time to understand your business and business processes.

We then identify critical points and bottlenecks within the system that could result in serious downtime, security breaches or inefficiencies and document these for you. The final stage is a report that agrees measurable performance criteria for your systems and documents tasks to be performed on a regular basis.

Because our specialists understand your business as well as your systems, they will also advise you on changes or upgrades which could be carried out to better fulfil your business needs. This could include introducing online transaction capabilities in response to end-user demand or simply improving server or network response times to increase performance.

## Relieve your security worries

IT Solutions can also help you ensure your business is secure from hackers, spam and virus attacks and give you the confidence that your data is safe. Our specialists will identify security risks within your infrastructure and advise you on how to achieve maximum protection for your business.

## A service that grows with you

As part of our Managed Services Suite our specialists will visit at prearranged intervals to monitor your systems, perform scheduled tasks and ensure your systems are operating at their optimum level. As your business grows or changes, they will be on hand to advise you of any further action to maximise your IT investment.

# Managed Services Suite from IT Solutions

...scaling new heights

Tel: 0870 162 2200 Fax: 0870 162 2255

[www.it-solutions.co.uk](http://www.it-solutions.co.uk)

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