

# MANAGED IT SERVICES

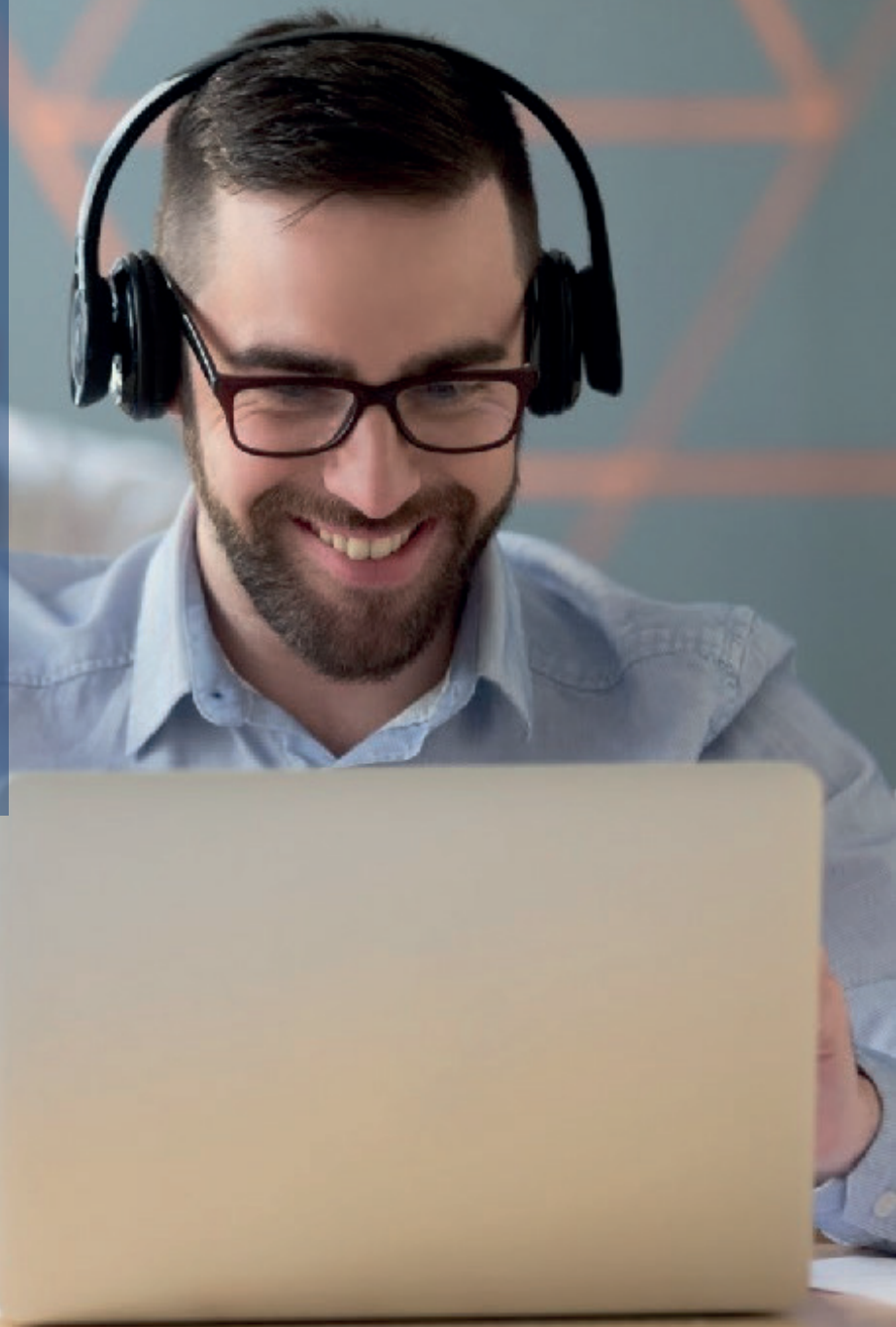
Take the hassle out of the day-to-day. Everyday.



Protect  
Govern  
Move  
Manage

Day to day IT administration tasks can sometimes seem endless, distracting your staff from strategic business projects and tying up your resources.

Our Managed IT Services will help refocus your staff where they are needed most. As an expert extension of your IT team we free up their time, fine tune and even evolve your systems. We make every day a trouble free day.



## CHOOSE WHICH TECHNOLOGIES YOU NEED MANAGED BY THE EXPERTS

### Enterprise Vault

- ✓ Recommendations about archiving policies, retention and expiration strategies
- ✓ Monitoring of critical events and errors
- ✓ Enterprise Vault upgrades and hotfixes

### Microsoft SharePoint and OneDrive

- ✓ Access to our specialist SharePoint and OneDrive skills
- ✓ SharePoint availability maintenance
- ✓ Training for in-house personnel

### NetBackup

- ✓ Keep a secure, stable and successful environment with us
- ✓ Industry leading monitoring and best practice diagnostics and analysis
- ✓ Expert diagnosis ensuring your backup infrastructure preserves your data integrity

### VMware

- ✓ Proactive monitoring and management services
- ✓ Reactive ticket-based support
- ✓ Access to expert VMware engineers

### Citrix

- ✓ Reactive ticket-based support
- ✓ Proactive monitoring and management services
- ✓ Granular monitoring of specific Citrix services that are triaged and resolved quickly

### Azure

- ✓ Optimisation and cost saving
- ✓ 24x7x365 monitoring and management
- ✓ Access to our expert Microsoft consultants

### Microsoft Exchange

- ✓ Proactive management of your Exchange environment
- ✓ Granular service monitoring
- ✓ Access to both our Microsoft experts and vendor backed support

### Microsoft Active Directory

- ✓ The management of group policies, permissions and replications of ADDS services
- ✓ Granular proactive monitoring
- ✓ 24x7 support services backed by expert engineers

### Office 365

- ✓ Service Desk end user support services
- ✓ Office 365 Tenant Management
- ✓ Reporting, analysis and 3rd line level support

### Hardware and OS

- ✓ Granular monitoring of hardware and operating systems
- ✓ Operating systems patching
- ✓ Physical host or virtual machine management

### SQL

- ✓ Granular monitoring of SQL services
- ✓ Proactive or reactive support models
- ✓ Access to in-house SQL experts

## REPLACE FIRE FIGHTING WITH EXPERIENCED SYSTEM MANAGEMENT

The maintenance and administration of your Information Management, Collaboration and Communication platforms are integral to the functioning of your business, but can often get side-lined in favour of other business demands.

Partnering with an experienced Managed Services provider like us can address all these challenges and more. Saving you time, money and reducing risk, our Managed Services gives you the peace of mind of knowing that your Information Management, Collaboration and Communication systems are in the best possible hands.

Our tiered support and management packages are tailored to the characteristics and needs of different systems, giving you true flexibility. You can choose from having an engineer available for reactive support calls or a proactive Managed IT Service where we not only manage the system but optimise it to its full potential.

### BENEFITS

- ✓ The identification and assessment of potentially disruptive issues
- ✓ 24x7x365 support
- ✓ Service Level Agreements (SLAs) with a 99.9% availability guarantee
- ✓ Access to expert resources and experienced technicians
- ✓ Access to a London based team to ensure data sovereignty
- ✓ On-premises, cloud or hybrid solutions with flexible support options
- ✓ Predictable operating costs to help you plan your expenditure
- ✓ Adherence to ITIL framework and ISO27001: 2013 standards
- ✓ Access to engineers at highly competitive rates
- ✓ Strategic guidance on how to evolve your systems
- ✓ The ability to free up your resources to help you focus on business-critical projects
- ✓ The versatility to change your requirements as needed





## **TRANSITION, CHANGE MANAGEMENT AND USER ADOPTION SYSTEMS**

Technical and process transition is the key to maintaining continuity for you at the time that the service is taken on. Beyond that the key to productivity improvements is how users are helped through the change to maximise adoption of relevant technologies and services. We understand these challenges and have developed methodologies and tool sets to drive adoption and productivity.

## **FLEXIBLE OPTIONS FOR MANAGING CRITICAL SYSTEMS**

We've built one of the industry's most flexible, robust and capable Service Management Centres and made it our business to know Information Management, Collaboration and Communication platforms inside out. Our team of experts are always available when you need them: 24x7x365.

Whatever you need, and wherever you choose to host your systems, our commitment to you remains the same: exceptional service you can rely on.

## REMOTE ASSIST

Remote Assist provides a reliable remote support service in convenient pre-paid blocks of tickets. They are valid for 12 months, so that when an incident is experienced, you can call us for support with the knowledge and comfort you will be covered for a large number of vendors and products. These include the likes of Microsoft, Veritas, Citrix and VMware. Each incident will be logged as a ticket and deducted from the ticket bundle account.

## REACTIVE APPLICATION SUPPORT

Our reactive application support allows you unlimited support against a specific application of your choosing. This service provides a reliable 24x7x365 remote support solution, so that when an incident is experienced, you can reach out for support with the knowledge and comfort that you are covered for products specified under a relevant Work Order/Agreement.

## MONITORING

We provide a 24x7x365 Monitoring and Alerting service which gives you peace of mind that incidents within the scope of this service will be detected and alerted to you. The service is designed to automatically alert us, based on predefined metrics related to our experience and industry best practice, to potential issues within the scope of the monitoring.

We proactively alert you to the potential issue so that you can then investigate further and resolve the underlying issue. Alternatively, where additional services have been purchased from us and relevant to what is being monitored, we may undertake this remedial work on your behalf.

## MONITORING AND MANAGEMENT

Monitoring and Management is a proactive support, maintenance and management solution which adheres to industry best practice and processes. It analyses the health of technical infrastructures whilst proactively resolving incidents, reducing risk and optimising the day to day running of business critical systems. This end to end service means that optimal system performance is assured 24x7 and downtime is minimised ensuring business critical information is not compromised.

The service offers 99.9% Application Availability and Service Credits for SLA breaches, with a highly skilled support team and service delivery management.

## END USER SERVICE DESKS

We have over 16 years' experience in delivering End user Support Services from our Service Management Centre (SMC), based in London, as well as in Dallas and Sydney.

Our SMC provides proactive, flexible and comprehensive services backed up by enterprise level toolsets, highly skilled support staff and mature processes that conform to ITIL methodology as well as ISO27001 standards. Our fully certified on-site staff provide 24x7 technical support across a range of key technologies including Microsoft, Citrix, the Veritas Suite, Mimecast and other Cloud services.

The following comes as standard with our Service Desk offering:

- ✓ Access to a dedicated Account Management Team
- ✓ Technical 1st Line skill sets
- ✓ Clear escalation procedures and Service Level Agreements (SLAs)
- ✓ Key performance indicators across your IT environment
- ✓ A fully managed change management process
- ✓ The management of all levels and types of incidents
- ✓ A dedicated Service Delivery Manager
- ✓ An ITIL based In-house developed service desk tool (ConnectWise Manage)
- ✓ Structured migration methodology for a seamless transition
- ✓ Regular satisfaction surveys highlighting key areas for improvement
- ✓ 24x7x365 support delivered from our security management centre (SMC)
- ✓ Industry leading cloud management toolsets

We deliver both dedicated and shared service desk models depending on your requirement of our customers.

## WHY BLUESOURCE

We have more than 16 years' experience operating in the Managed Services space with a specialised focus around Information Management, Collaboration and Communication technologies, so you're in the right hands. We've developed deep skills and knowledge of Microsoft and Veritas products as well as establishing a proven and robust approach to managing these applications.

Our commitment to you doesn't end with providing best of breed solutions though; we also continue to invest in our platforms, systems, staff and work very closely with our partners, ensuring our Managed Services make IT management the stress free experience we promise.