



# Professional Services

**Many IT projects can be difficult to design, implement, and manage due to their complex configuration. Evolved's Advanced Technology experts have many years experience behind them, coupled with access to a vast knowledge pool of technical information. Their main focus is to ensure that you are presented with workable solutions that not only fit the technology brief but cause minimum impact on your business.**

All our Advanced Technology specialists are skilled project managers trained across a wide range of vendor products and technologies. Working closely with you, all project managers take full control of projects they are tasked with, from original planning and briefing sessions to the successful delivery of all project objectives.

Our project managers all retain the necessary certifications expected when delivering such complex and diverse deployments. The team's credentials house a number of pre-requisites such as ITIL, PRINCE2™, MSP, CCIE and VSP, all of which are recognised across all the vertical markets whether private or public sector.

### Technical consultancy

Evolved's IT consultants are at hand to assist those who require support in a specific area of their IT infrastructure. Based your needs, we work closely with you to define a clear, practical strategy that answers the needs of your business through the efficient deployment of technology.

Because all our technical consultants have many years experience across a wide range of vendor products and technologies we have the resource available to respond to a variety of networking scenarios. We also deploy a Network Lifecycle PPDIOO methodology (Plan, Prepare, Design, Implement, Operate, Optimise).

We believe that IT should drive your business forward or create competitive advantage. Through use of cutting-edge technologies we will provide you with scalable IT solutions that will maintain and progress your business functions.

### Network readiness assessments

The Evolved Network Readiness Assessment is a three phase process. Phase one focuses on documenting your existing data and voice infrastructure. Phase two is the technical assessment of network readiness relative to the proposed networking solution. Phase three will be the identification and documentation of gaps that will be addressed in the network remediation plan.



### Phase 1 - Document data and voice infrastructure.

This section is designed to gather all relevant information about the your existing data and voice communications infrastructure.

### Phase 2 - Assess data and voice Infrastructure.

Based upon the information provided or gathered above, Evolved will assess the your network readiness as it pertains to the proposed network solution.

### Phase 3 – Identify and document a gap analysis of data and voice infrastructure.

In response to the information gathered, Evolved will highlight areas that are to be addressed in the final implementation.

### IT Transformation services

Technology is at the very core of how today's businesses operate, communicate and transform as growing pressure is placed on increasing operational efficiency and streamlining the way we work.

In order to compete in today's business climate, organisations of all sizes are quite often required to implement complex processes and procedures across their operation. By choosing Evolved to support and implement your IT, you will have access to industry leading skills and knowledge to develop your in-house IT infrastructure. Evolved invests in its workforce across all disciplines to ensure that the best people in the industry deliver the best possible service to our customers, this takes the form of ensuring that all engineers are vendor trained on legacy, current and emerging technologies, to Managers who are extensively developed and hold accreditations to the top level recognised practices such as Six Sigma and ITIL.

Whether it is a structural change through a merger or acquisition or the deployment of an upgraded IT system, our IT transformation experts work in unison with you to ensure minimal disruption is made to your business. Our aim is to provide you with the additional functionality, aligned with an infrastructure that is optimised to your business needs.

### IT Implementation Services

For many years, Evolved has delivered thousands of successful IT system implementations and upgrades across the UK, Ireland and mainland Europe. All the way through any implementation project we ensure that your needs come first and we are there to add value and support you where required. Our main focus is always on the overall objectives of the project that were initially set out.

### ITIL Service management

ITIL (IT Infrastructure Library) is the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally. Members of the service delivery team are ITIL qualified with the majority being V3 certified - the highest available qualification.

ITIL V2 and V3 has been successfully implemented across Service Support and Service Delivery; ITIL has been developed in recognition of organisations' growing dependency on IT and embodies best practices for IT Service Management.

#### Service Support

- > Implemented and relational processes
- > Incident Management
- > Problem Management
- > Configuration Management
- > Change Management
- > Release Management

#### Service Delivery

- > Implemented and relational processes
- > Service Level Management
- > Capacity Management
- > Availability Management
- > Continuity Management

#### All these processes are underpinned by

- > Central Components
- > Service Catalogue
- > Underpinning Contracts (OLA's)
- > CSIP
- > AIS

Evolved safeguards from any service irregularities by making sure that ITIL is at the very core of the service delivery function as we continue to enhance the support offered to our customers.