

## Evolved Managed Services

With the demands of today's business driving increased pressure on IT departments our customers require their IT systems to be flexible and resilient enough to cope. The continuous adoption of new technologies, and the need to maintain existing legacy infrastructure is driving an increased focus for organisations to look at external technical expertise to fully replace, or supplement their in-house capabilities.

For organisations looking to outsource their day-to-day IT operations, what they look for is a trusted Managed Services provider who can deliver both continuity and improvement of service. Businesses cannot afford the time or resource for complex and inefficient transitions when moving from in-house IT operations to outsourcing through a third party specialist.

Managed Service Providers need to demonstrate real tangible value to organisations looking to outsource their IT operations. Organisations want to see efficiency improvements, performance enhancements and proactive management techniques that ensure the IT infrastructure is capable of supporting their business strategy.

### Benefits of Outsourcing IT:

- > Relinquishing the day-to-day IT operations so IT professionals can focus on the more strategic objectives of the business.
- > Expertise through a wide network of technical specialists who have knowledge across both emerging and legacy products and technology.
- > Responsive, proactive management of IT systems and infrastructure.
- > Agility to flex and scale the managed IT solution with the needs of a business.
- > A single point of contact – reducing administration time and increasing operational efficiency.

At Evolved we provide Managed Services that are designed with the needs of our customers in mind.



Evolved provides a wide range of managed IT services across many technologies, including:

- > Cloud Computing
- > Storage & Servers
- > Virtualisation (Server & Desktop)
- > Routing & Switching
- > Security
- > Data

Technical & Service Excellence is at the very core of what Evolved deliver. All Managed Services are underpinned on foundations of leading industry certifications and vendor accreditations. Nowhere else will you find a Managed Services Partner who has the strength and depth Evolved has to give customers the peace of mind to deliver best-of-breed Managed Services.

All our Managed services are delivered through our service suite:

- > Transition & audit
- > Core monitoring services
- > Core management services
- > Desktop management services

#### Transition & audit

The transition & audit stage maps out the deliverables in the project and initiates a plan and schedule. The plan defines the services required, assesses operational readiness, risk assessment, services transition and outputs any necessary handover documentation and reports.

#### Core monitoring services

Monitoring devices and component failures across a wide range of complex networks and infrastructures. Alerting our NOC and customers of potential problems before they have a significant impact on a business. Monitoring can save businesses from the time, inconvenience and costs of a call out. This service is designed for organisations that require instant notification of device failures, but do not have an in house monitoring system or 24hr staffing.

#### Core management services

Managing devices from a hardware and software perspective, this service maintains all the necessary components to ensure all your Firmware, Software, MS Server Applications (e.g. Exchange, SQL) and Operating System features are running optimally, as well as allowing adds, moves and changes to be included in the service offering. This service includes applying security patches to Microsoft and other operating systems. This module is designed for organisations that have little or no in house IT expertise in infrastructure or operating systems

#### Desktop management services

Managing devices from a hardware and software perspective, this service maintains all the necessary components to ensure all your Firmware, Software, Desktop Applications (e.g. Excel, Word, Outlook) and Operating System features are running optimally, as well as allowing adds, moves and changes to be included in the service offering. This service includes Microsoft and Non-Microsoft applications and operating systems. This module is designed for organisations that have little or no in house IT expertise or resources in desktop support.

#### Anti-virus & Anti-malware management services

Managing devices from a security perspective, this service maintains all the necessary components to ensure all your Antivirus, Anti-Malware, and Security Bug Patching, is providing the maximum level of security in your infrastructure. This module is designed for organisations that have little or no in house expertise in security management.