IT Managed Services Datasheet

Keep staff happy. Improve productivity. Lower risks.

As businesses are becoming more and more dependent on IT, they are coming to realise that they need more than the outdated 'man on call' IT Support model. AzteQ's IT Managed Services solutions provide next generation IT Support delivery – delivering big business IT Infrastructure management providing you with 700+ highly skilled engineers working to ensure your systems are kept available and secure, combined with dedicated technical staff front of house, working with you and your staff to ensure that your business is getting the most of your IT service delivery.

We overlay these core tenants of service delivery with Virtual CIO services: using IT Director level personnel working with you to develop and implement strategies that help you use IT to your competitive advantage. All of these services combined means that AzteQ offers you a business first IT managed service that is unique in the IT industry.

GIVE YOUR STAFF ACCESS TO NEXT GENERATION IT SUPPORT DELIVERY -

YOUR DEDICATED TECHNICAL CONTACT

Highly trained in both the technical and business aspects of first class IT Support, our customer success manager is your dedicated contact, key to ensuring the health of your business IT. Working with end users to ensure that they are kept happy and productive, while looking to spot opportunities to improve to IT Infrastructure, customer success managers are there to ensure service expectations are met.
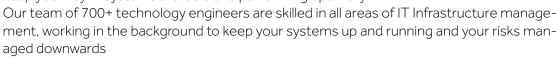
FIRST CLASS TECHNICAL SUPPORT

Access to a team of IT Professionals trained in all elements of IT Support. Quick resolution of end user issues is our goal and we attain a 70% fix rate of issues without escalation to upper tiers of support. Available 24/7, our Help Desk ensures you have technical expertise at hand no matter where or when. With measurable service levels, you will have full visibility on the impact that your outsourced technical support is having on your staffs productivity.

700+ EXPERT BACKEND ENGINEERS

Our Network Operations Centre (NOC), is a world-class technical resource designed to keep your key IT systems available and performing optimally.
Our team of 700+ technology engineers are skilled in all areas of IT Infrastructure management, working in the background to keep your systems up and running and your risks managed downwards

IT DIRECTOR PLANNING AND STRATEGY

Giving you access to IT Director professionals that will help you cut your risk and allow your business to grow. Working with you to develop and implement comprehensive plans of all aspects of your IT Strategy - management - Business Continuity, Disaster Recovery, Security and more, our IT Strategy services will financially plan all aspects of your IT budget and constantly measure performance against goals

SERVICE LEVELS

SERVER CARE

Server Care provides unparalleled support for your infrastructure. Skilled technicians using the latest in server maintenance technology will work to proactively manage and maintain your infrastructure – patching, backups, anti virus, application services are all looked after, ensuring your key IT services are always available and working to their maximal performance.

WORKSTATION CARE

Provide your staff access to a world class help desk, giving them the support they need to achieve maximum performance in their roles, with IT enabling them, rather than hindering. Our service desk team is highly training, certified in all areas of support delivery and common technology, and is available 24/7 via phone or chat, supporting your staff with the fastest resolution of IT issues within the industry today.

ADVANCED SERVICE DELIVERY

DEDICATED TECHNICAL CONTACT

Your dedicated customer success manager is your highly visible escalation point, ensuring your staff has someone they trust to communicate with on IT issues. Available remotely or regularly attending your offices, our customer success managers are trained to understand and resolve end user issues, find your staff better ways of using their IT and working to incrementally improve your infrastructure and IT service delivery.

WORLD CLASS, 24/7 SUPPORT

Our support team is trained in all aspects of end user support - Microsoft operating systems and applications, Apple, Cisco, CompTIA and more. Available 24/7 to support your staff, we offer best in the industry fix rates, all managed through an industry standard ITIL process.

VIRTUAL CIO

Our Virtual CIOs will work with you to understand what your key challenges and goals are, and work with you to develop a strategy that helps you get the most out of your IT. Our Virtual CIOs are experienced IT professionals who understand how to translate IT into business benefit, and will give you a clear strategy for all elements of IT – IT Availability, Security, Compliance, Disaster Recovery and more.

![AzteQ logo]

People First, Technology Second

MANAGED SERVICES FEATURES

ADVANCED NETWORK MONITORING
Full management, monitoring and remediation of your core network devices coupled with key data insights and topology, meaning your complicated networks become simple to remain available

FULLY MANAGED END POINT PROTECTION
Fully managed end point protection including Webroot and Cryptoprevent that comprehensively protect your end points and server infrastructure from cyber threats.

ONSITE SUPPORT
Ensuring you have support when things cannot be resolved remotely, we have expert engineers ready to attend site in any emergency. Further to this we schedule monthly site visits whereby our engineers spend time with your team, getting to know their problems and finding out more effective ways of working.

ADVANCED REPORTING
Get a monthly overview of how your IT is performing – Patch status, Anti Virus status, Server Utilization and more, allowing you visibility of how your network is performing and giving you the information to make decisions on the best strategies for your business.

PATCH MANAGEMENT
AzteQ's Patch Management Team will extensively test and research Microsoft Security Patch Rollups to understand and identify any conflicts with common business applications. Once testing is complete. Our team will test, deploy, manage and monitor the deployment of patches and remediate any issues, meaning your machines are up to date and secure.

STAFF COMMUNICATOR
Our Staff Communicator is an app that runs in the desktop and allows your staff access to support at the click of a button. Many staff put up with technical issues rather than having to go through the process of dealing with calling technical support. With our Staff Communicator service, users can get support on an issue, and continue on with their day with a minimum of disruption.

SERVICE LEVEL OBJECTIVES
Get consistent, guaranteed response times for all of your technical issues, with support available via phone, email and chat (via our staff communicator), meaning your staff always have access to instantly available support help.

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