



# Managed Service

A SINGLE POINT OF CONTACT FOR YOUR IT NEEDS

Significant challenges now face organisations that run their own internal IT systems leading many to consider alternative approaches to address those challenges. Increasingly, partnering with a managed service provider is providing the answer.



*“Not having an internal IT department at the Head Office site was a business decision which allows us to focus on our core competencies. Point to Point provides us with access to the full range of IT expertise, which can be utilised according to the current needs of the business.”*

James Ibison of Spectris

Spectris is a global company providing precision instrumentation and controls to enhance productivity for customers in a broad spread of markets. The company's business model is to maintain business agility through innovative internal structures and practices. Following a business audit, the company decided that a Managed Service Contract was the best solution for its Head Office IT requirements.

## The IT department's business challenge

In any modern organisation, the success of key employees (and ultimately the business itself) is totally dependent on IT systems that remain fit for purpose, supply 24/7 access to critical information, while providing secure data access. IT is expected to deliver on business goals such as customer response time, excellence in quality and meeting demanding sales targets, however, the increasing complexity of IT is, in itself, a huge challenge!

To make matters worse, IT systems are constantly changing and developing, becoming more diverse and more complex, while requiring more management. Retaining key skills in-house is expensive and IT departments are equally under pressure to reduce costs and ensure that IT operations run efficiently. However, whilst pressure to keep costs down is extremely high, so is the need to keep up-to-date systems. Standing still is not an option for the majority of organisations which, without skills and resources to maintain and improve IT, become less flexible, less able to compete, and less marketable.

**Our experience** – providing managed services is not about outsourcing your entire IT department, or surrendering control of your IT systems. It's not about transferring the ownership of your people or the IT assets. Our managed services are simply about enabling you to selectively off-load part or all of the routine day-to-day management of your IT systems.

**Our approach** – to providing managed services is flexible. We believe it is important that the service is tailored and meets your own bespoke business needs. Above all we base our approach on building good relationships. We believe that good communication and account management is key to long-term success.



## The benefits

When you partner your IT management with Point to Point:

- You no longer have to worry about recruitment, loss of skills, holiday and sickness. Automatically you have access to a wide range of skill sets from a trusted, proven and reliable technology partner.
- You reduce the need to invest in expensive technical training for your in-house IT personnel, enabling you to deploy new systems without the need to invest in additional skills.
- The use of predictable revenue-based service models, assists many companies, reducing the financial complexity. Predictable expenditure across the organisation helps budgeting, leading to predictable and accountable RoI.
- With a managed service in place you can implement changes and deploy new systems quickly, enabling your organisation to stay agile and ahead of your competitors.

## Accountability

Alongside reduced costs, adopting a managed service approach also diminishes the risks associated with running complex IT systems, providing assurance that you are not alone in accounting for your IT service delivery. Ensuring tighter cost control and clarity over RoI.

## Innovation

Point to Point recognises the need for constant change and innovation to sustain the reality and perception of its managed service customers.

## Strategy planning

Point to Point's awareness of what technology clients have and what new technology is becoming available in the marketplace ensures that it has the ability to strategically roadmap and recommend how to make your infrastructure more effective and efficient.

## Partnership with Point to Point

- ✓ Our managed service approach is based on ITIL standards ensuring best practices and guaranteeing service standards to our customers.
- ✓ Managed service ensures customers receive consistent levels of service and provides remote monitoring of IT systems, proactive systems management, reduction of downtime, implementation of critical updates, patches and administrative changes to your IT systems.
- ✓ Designed to free up and maximise the time of your own IT resources.
- ✓ Delivers a scalable managed service infrastructure and excellent service delivery personnel.
- ✓ The transition process to managed service includes a site visit, and examination of the build and configuration of current IT systems.
- ✓ We can review your current IT systems and design a solution that makes best use of your previous investments.
- ✓ The service desk will be an integral part of your change control process, logging calls and tracking to resolution. Changes are easily documented, traced, actions escalated to relevant personnel and resolutions recorded for future reference.
- ✓ We invest in training our staff to ensure that they can remain at the top of their profession and remain technical innovators. Our own expertise is underpinned by the exceptional relationships and accreditations we have developed with leading vendors such as Citrix, Microsoft and VMware, providing additional priority technical escalation for our customers.

point to point

design, deploy, deliver – IT for the agile enterprise

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