

Managed Services

Driving Better Outcomes

The rate of technological change is staggering. For companies to remain competitive, IT leaders need to expand their focus from data centre ROI, cost savings, and performance to driving innovation through an elevated customer experience and enhanced employee engagement.

Connect the Dots

Imagine the possibilities if you could move away from your **current state**...



Managing a complex technology landscape and seeking ways for IT to better serve your business



Handling workloads in public and private clouds



Having limited visibility and control over the critical technologies that run your business



Responding to cyclical business demands



Managing multiple service providers, with multiple contracts and terms

To achieve the **future state** your business needs:

Improve the efficiency, reliability, and security of IT operations

Optimise application performance in a hybrid cloud environment

Monitor, map, and manage a comprehensive range of technologies

Align IT to business objectives with flexible As-a-Service and subscription models

Consolidate service providers to reduce complexity and speed time to market

Managed Services – The Catalyst for Change

Managed Services allow you to outsource the day-to-day operations of your IT infrastructure, shifting your focus from keeping the lights on to driving your business forward through:

Superior IT Solutions: Leverage large-scale adoption of cloud computing and As-a-Service models that deliver speed and agility

IT Service Excellence: Move from managing IT to managing the broader ecosystem—coordinating OEM solutions and end user support

Clear Business Outcomes: Make informed decisions with better accountability for optimised spend, increased efficiency, and quicker time to market

Seamless Technology Experience: Incorporate all services into one operationalised lifecycle model (one partner, a single contract, and one point of contact)

Why IGXGlobal for Managed Services?

So if Managed Services is the fuel for innovation, why rely on IGXGlobal for this critical function? Our answer is three-fold: a unique combination of people, process, and tools to bring you greater visibility and intelligence to guide business decisions.



PEOPLE

24x7x365 Support

Dedicated Engineers

Certified Bench of Experts



PROCESS

ITIL Framework

Independently Certified and Audited

SOC 1/2, Cisco Master MS, HIPAA



TOOLS

ServiceNow ITSM Platform

Executive Dashboard

Unified Interface for Hybrid Monitoring

It's All About the Customer Experience—Meaning Yours!

We are obsessed with providing an exceptional customer experience. We maintain open lines of communication and dedicated support to ensure you maximise the value of your services engagement with us.

Service Business Reviews provide a collaborative opportunity to evaluate the quality of service delivery and discuss recommendations for optimisation

Dedicated Customer Success Managers provide personalised support to tailor your customer experience, maximise the impact for your organisation, and identify opportunities for innovation and growth

Flexible service models allow you to choose options that best fit your specific environment and business requirements

Ongoing customer feedback creates a mechanism for continuous improvement of dashboard, deliverables, and offerings

Move from Device Management to Business Level Insight

We proactively monitor, map, and manage a broad range of technologies—on-premise and in the cloud—so you can achieve faster problem resolution, better risk management, and improved operational efficiency.

From **customised** service levels...

MONITOR

Proactive 24x7x365 monitoring to identify and notify about performance and availability issues

MANAGE

Expands upon the MONITOR offering to isolate and remediate incidents plus move, add, and change levels of service

MAXIMISE

Builds upon the MONITOR and MANAGE levels with strategic oversight as well as enhanced tools and services for optimised network management

ENHANCED MAINTENANCE SUPPORT

Manufacturer-certified, customer-initiated single call support with analytics and increased visibility

To a wide portfolio of offerings...

SERVICE DESK

ITIL-compliant framework and a central point of contact to troubleshoot, triage, and resolve IT service issues with efficacy and speed

CLOUD HOSTED SERVICES

Customised suite of consumption-based services including Cloud Managed Backup, Cloud Disaster Recovery, and Cloud Hosted Infrastructure

MANAGED SECURITY SERVICES

Security consulting services, SOC-as-a-Service for traditional and cloud environments, endpoint and anti-virus solutions to extend the reach of your security team

MANAGED POWER PROTECTION

Proactive device monitoring and UPS battery replacement program

MANAGED OUT-TASKING

Integrated on-site staffing with customisable SLAs, national and global coverage, consumption model and ad hoc options

Gain the Future State You Seek—Today

With Managed Services fueling your innovation, you'll be empowered to:

- + Realise a seamless technology experience with a single contract and point of contact
- + Embrace flexible As-a-Service and cloud models that deliver speed and agility
- + Make informed decisions with better accountability for optimised spend, increased efficiency, and quicker time to market
- + Move from managing IT to managing performance-based outcomes
- + Maintain a clear focus on business impact

Ready to utilise Managed Services to fuel your IT innovation?

Get in touch: services@igxglobal.com